SURVEY OF MANAGEMENT OF GOVERNMENT INFORMATION HOLDINGS (MGIH) OFFICIALS

NATIONAL LIBRARY OF CANADA

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Executive summary

This report presents the findings of the survey of Management of Government Information Holdings (MGIH) officials that was conducted in February and March 1999, for the Information Resource Management Branch, National Library of Canada (NLC). This survey took place after program review, after a considerable amount of devolution and privatization in government and with significant changes occurring in both service delivery as well as in formats of publishing government publications.

In November 1995, The National Archives and the Treasury Board of Canada published the "Guide to the Review of Management of Government Information Holdings". This guide was prepared by the National Archives under the guidance of an interdepartmental working group in order to assist both manager and staff in the assessment of their implementation of the MGIH policy involving a broad range of functions and media. The NLC actively participated in this working group and attempted to ensure that aspects of the policy relevant to published material and the roles of the NLC and federal libraries were well covered. In some cases, these activities were difficult to fit into the "information life cycle". As pointed out in the responses to the December 1993 review, the model did not address that aspect of the life cycle which is libraries' strength: use and dissemination of information.

The five parts of the information life cycle were considered in designing this study: planning; collection, creation, receipt of information; organization, transmission, use and retrieval; storage, protection and retention; and disposition through transfer or destruction. The guide also identified six attributes relative to the quality of information, which were used as a basis for this study. These attributes are: available; understandable; useable; complete; accurate and up-to-date.

The National Library has a responsibility under the MGIH policy to monitor the application of the policy with respect to published information. The objectives of this survey are, therefore, to:

- collect baseline data related to the current level of implementation of the MGIH Policy;
- identify areas in which the NLC can assist in the implementation of the policy;
- identify the level and awareness and compliance with provisions of the National Library Act as regards the disposal of books and degree of use of the Canadian Book Exchange Centre (CBEC);
- assess the level of public access to collections and services of federal libraries; and
- gather suggestions for changes to the policy.

The NLC decided, after consultation with the Council of Federal Libraries (CFL) at its June 1998 Annual Meeting to survey MGIH officials, requiring one survey response per department. The list of MGIH officials maintained by Treasury Board Secretariat (TBS) would be the basis. A copy of the questionnaire would also be sent to the departmental

librarian for information. The resulting population included 60 MGIH officials and 42 librarians; while all departments surveyed had MGIH officials, not all had librarians.

An introductory letter from the Director General, Information Resource Management, outlining the survey objectives, was first sent to MGIH officials and departmental librarians January 29. The questionnaire was sent using the inter-departmental mail system on February 12; and one reminder letter was issued on March 3, and extended the deadline to March 19.

The questionnaire was developed by CAC in consultation with the Information Resource Management Branch. The "Guide to the Review of Management of Government Information Holdings" provided much of the context for the questions.

The survey consisted of 33 open- and closed-ended questions. Data were checked for coding errors and logical inconsistencies, captured in a database using Lotus123, and then analyzed using the Statistical Package for the Social Sciences (SPSS/PC). Frequencies and crosstabulations were calculated.

Of the 60 organizations surveyed, 49 responses representing 46 organizations were returned by mail or by fax. Although there were 60 organizations surveyed, there were, in fact, 58 possible responses because Correctional Services Canada and Solicitor General Canada share library services; as does Department of Finance Canada and Treasury Board Secretariat. The response rate was 79%, and although quite acceptable for a mail survey, the population is small, and the actual number of responses too low for the results to be statistically significant.

The Policy on the Management of Government Information Holdings applies to all departments and agencies, including departmental corporations and branches designated as departments for purposes of the *Financial Administration Act*. The policy requires that corporate management designate a senior official to represent the deputy head to TBS and other central agencies for the purposes of the policy. As in the 1996 review, this MGIH Officials' survey revealed a lack of compliance with several elements of the MGIH Policy as it relates to published material. In addition, it was suggested by respondents to this survey, that the policy is treated as a 'guideline' – that TBS guidelines with no policing have no teeth, and that there needs to be greater accountability for non-compliance. The importance of an MGIH official in compliance with the policy has been demonstrated in this survey. It is therefore recommended that TBS be proactive in updating their MGIH official list, and in ensuring that those departments required to appoint an MGIH official, do so. It is also recommended that they develop a communications strategy focussing on educating management in departments about the policy.

The responsibility centre for the implementation of policy as it relates to published material resides within a variety of organizations - Library; Information Management, Communications, Corporate Services; Records; Publications Advisory Board; and Strategic Research and Planning. That the management of published information holdings is multidisciplinary nature, poses some challenging planning issues. It is most interesting to note that more departments (25 out of 46 responding) reported that they were unaware of how the policy had been communicated, or that there had been no communication.

Communication within departments and agencies, and communications from TBS are key to the success or shortcomings of the application of the policy. It is recommended that the NLC exercise leadership in the promotion in the policy and sharing of best practices as it relates to published material, by communication within the federal library community.

Because neither the policy nor the guide articulate exactly who the MGIH official is to be and what their specific duties are, it is recommended that TBS and NLC work together to develop guidelines to assist management in the selection of officials.

That such a large percentage do not manage electronic publications on a basis consistent with other forms of media, and that many mentioned the absence of a policy for the conservation and archiving of electronic publications, the classification of the information and the lack of a systematic deposit, indicates that a growing class of publishing is not being "mainstreamed". It is recommended that NLC, in consultation with departments, develop policy as it relates to the new media.

Closely related to this, is that because there are so many different ways of making materials available, it is recommended that the definition of "published information" should be updated. For example, some published information products have such limited distribution, they may not be treated as published material by their organizations.

Publication catalogues are an important way to access departmental publications. Over 60% do not have an up-to-date catalogue which is of some concern if the government is to provide timely accurate access to its published resources. This is an area where departments and agencies have not made a move to the Internet as so few have Internet versions of their catalogues. It is recommended that NLC explore the need for the provision of electronic cataloguing assistance through the federal library community.

Finally, it is recommended that the National Library conduct an MGIH officials' survey on a regular basis, as a means of monitoring levels of knowledge of and compliance with the policy. This first survey provides useful baseline information that will provide a basis for comparison with future results. Should the NLC repeat this survey, there are several recommendations regarding survey design that we would recommend:

- The list of potential respondents should be up-dated to include MGIH officials and librarians in all departments and agencies to which the policy applies.

- The list of potential respondents should also include both centralized or headquarters functions, as well as decentralized functions in the regions. It became apparent in discussion with some headquarters respondents that they could not report on the extent to which the policy was observed in the regions.

  Because it was not possible to compare the responses of departments from outside the NCR responded to the survey, the MGIH officials for these libraries should be canvassed to identify regional concerns that should be addressed in the next survey.

- The scope of the review should be expanded to comprise questions on the planning stage of the Information Life Cycle Model.

- Because it appears from the survey that the communication of the MGIH policy as it relates to published material is haphazard, the corporate management and coordination of this form of information holdings should be assessed.

- Additional questions should be added to assess the level of satisfaction with the services provided by NLC in support of the implementation of the policy.

Some issues raised are outside the realm of the policy in that they reflected difficulties internal to specific organizations. Those organizations which are decentralized, may lack a corporate culture, and may have more barriers in implementing the policy consistently across the organization. Similarly, some organizations have many publishers, making it very difficult to collect all published materials. In addition, it was noted that departmental libraries have neither the space necessary to collect and/or preserve the total output of their departments to the fullest extent required by the policy nor the resources necessary for its implementation.

CHAPTER 1

INTRODUCTION

This report presents the findings of the survey of Management of Government Information Holdings (MGIH) officials that was conducted in February and March 1999, for the Information Resource Management Branch, National Library of Canada (NLC). This survey took place after program review, after a considerable amount of devolution and privatization in government and with significant changes occurring in both service delivery as well as in formats of publishing government publications.

The first section presents the background to the conduct of the survey, and the objective and scope of the work conducted by Consulting and Audit Canada (CAC). This first section concludes with an outline of the organization of the report.

1.1 Background

The Administrative Policy Branch of Treasury Board Secretariat (TBS) first issued a comprehensive policy on the MGIH in 1989. This critical document formed one part of the government's overall information management system. The policy was intended to cover management of all information holdings in government, both records and published material, although it excludes the non-government publications held in libraries. The NLC was given a specific role in the policy, to make reports with respect to published information.

The Handbook of Managerial Practices for Federal Libraries, published in 1990, points out the important role that libraries play in implementing the MGIH policy since the policy requires that:

> *all material published by the institution is easily accessible to decision makers within the institution, and is available to the public on request.* (p. 8).

In December 1993, interviews were conducted with senior librarians in five federal departments, to determine the extent of the implementation of MGIH, the role of the library in its implementation, and suggestions for improving the policy or associated guidelines. It was found that the involvement of the library, the extent and style of implementation, and the knowledge of the policy varied from institution to institution. It was also discovered that there was a consensus among the librarians that the policy was never intended to include library activities; and that the stages in the life cycle of information holdings which are the libraries' strength – the use and dissemination of information - are not addressed in the policy. It was felt that this resulted in the perception that these activities are not important, and an erosion of resources and support in some institutions. At that time, the National

Librarian identified a role for libraries in the capture of electronic publications, and in the provision of public access to departmental publications.

This review recommended that the NLC be more active in undertaking its role in the implementation of the policy, similar to that of that of the National Archives, and that the NLC should be monitoring the management of published material produced by departments. It specified that library acquisition activities should be made explicit in the policy. It was also suggested that the problem was not with the policy, but with its application, and that more guidance is required about handling specific types of information, and information at different stages of the lifecycle. Finally, the study recommended that there needed to be a clearer statement of who are the players in the management of published information holdings, and that greater coordination was required among these players.

The most current version of the MGIH policy dated July 31, 1994 states that the TBS will monitor compliance with all aspects of the policy through departmental internal audit reports; and that the National Archives has specific evaluation responsibilities for the policy on behalf of the TBS. The NLC may also report on specific problems as they relate to published materials

In November 1995, The National Archives and the Treasury Board of Canada published the "Guide to the Review of Management of Government Information Holdings". This guide was prepared by the National Archives under the guidance of an interdepartmental working group in order to assist both manager and staff in the assessment of their implementation of the MGIH policy involving a broad range of functions and media. The NLC actively participated in this working group and attempted to ensure that aspects of the policy relevant to published material and the roles of the NLC and federal libraries were well covered. In some cases, these activities were difficult to fit into the "information life cycle". As pointed out in the responses to the December 1993 review, the model did not address that aspect of the life cycle which is libraries' strength: use and dissemination of information.

Despite weaknesses in the resulting Review Guide, the following areas were considered in designing this study:

1. Planning

The MGIH policy states that these needs should be identified as early as possible, being mindful that institutions should collect, create or generate only what information they require for operational, legislative and policy purposes; that they do not duplicate information that they already have and that is accessible; that it be retained only as long as it is of value; and that in the development of information systems, important parameters related to the MGIH policy are identified and included.

2. Collection, creation, receipt

In the collection of information, the policy states that institutions should avoid duplicating available information; minimize the response burden and costs associated with the collection; and collect personal information in accordance with the *Privacy Act*.

3. Organization, transmission, use and retrieval

To maximize the value of their information holdings, institutions should describe them to assist in meeting operational and legislative requirements to provide context and meaning, in a logical manner that facilitates user access (including transmission, use and retrieval, in accordance with applicable legal and policy constraints). The policy also requires that these holdings be made available to the public, again in accordance with legal and policy constraints. Finally, the institution should provide adequate human and physical resources to facilitate the transmission, use and retrieval of information.

4. Storage, protection and retention
The information should be stored, preserved and protected in media appropriate to the characteristics of the information – to facilitate user accountability, the length of time required to satisfy business needs, and archival or historical requirements.

5. Disposition through transfer or destruction
Once institutions have no further operational need or legislative or policy requirements for keeping the information holdings, they should be disposed of through destruction, or by transfer to the control of the National Archives or the National Library, once authority for disposal has been granted by them.

The guide also identified six attributes relative to the quality of information, which are to be used as a basis for a review and assessment of the management of government information holdings: available, understandable, useable, complete, accurate, and up-to-date.

In August 1996, the Evaluation, Audit and Review Group at TBS conducted the first review of the MGIH policy. At that time, it was determined that the application of the policy was not a factor in the majority of the management activities in departments, and that its application was sporadic, at best. Several impediments to its implementation were identified and stressed the need for policies and direction from the centre that more closely reflect departments' business functions and program activities. While the recommendations did not specifically mention published material or the NLC, they did emphasize the increased role of information management technology, the development of standards and measures for assessing performance; the identification of accountability; and the clarification and communication of the new policy by TBS.

1.2 Objectives and scope

The National Library has a responsibility under the MGIH policy to monitor the application of the policy with respect to published information[1]. The objectives of this survey are, therefore, to:

[1] For the purposes of this study, the following definitions from the Guide apply;

- "information holdings" refers to all information under the control of a government institution, regardless of physical mode or medium in which such information may be stored. This may include correspondence, memoranda, books, plans, maps, drawings, diagrams, pictorial or graphic works, photographs, films, microforms, sound recordings, videotapes, machine readable records, published material, and any other documentary material. Excluded from the definition are materials held by federal libraries which are not prepared or produced by or for the government.

- collect baseline data related to the current level of implementation of the MGIH Policy;
- identify areas in which the NLC can assist in the implementation of the policy;
- identify the level and awareness and compliance with provisions of the *National Library Act* as regards the disposal of books and degree of use of the Canadian Book Exchange Centre (CBEC);
- assess the level of public access to collections and services of federal libraries; and
- gather suggestions for changes to the policy.

This review will include stages 2, 3 and 5 from the Information Life Cycle Model - collection, creation, receipt; organization, transmission, use and retrieval; and disposition through transfer or destruction.

1.3 Organization of the report

This report has been organized in a manner similar to that of the questionnaire. The findings for each question are presented in the order in which they appeared in the questionnaire. The open-ended questions were examined for common themes, and summarized.

The findings of the survey are presented in Chapter 2; and conclusions and recommendations resulting from the survey, are summarized in Chapter 3.

- "published material" refers to an information product which has been created and edited for the purpose of distribution or sale. Material published by or for government institutions is deposited in federal library collection.

CHAPTER 2

RESULTS

This chapter outlines the survey methodology and presents the results. The findings will be discussed in the order in which the questions appeared in the questionnaire.

2.1 Methodology

The NLC decided, after consultation with the Council of Federal Libraries (CFL) at its June 1998 Annual Meeting to survey MGIH officials, requiring one survey response per department. The list of MGIH officials maintained by Treasury Board Secretariat (TBS) would be the basis. A copy of the questionnaire would also be sent to the departmental librarian for information. The CFL directory was used for this list.

NLC reviewed the TBS list, updating some names and eliminating multiple recipients for some departments. Libraries were identified for as many departments as possible. This review did not include identifying missing departments; NLC assumed the TBS list was complete, if not up to date. The resulting population included 60 MGIH officials and 42 librarians; while all departments surveyed had MGIH officials, not all had librarians (Appendix A).

An introductory letter from the Director General, Information Resource Management MGIH, outlining the survey objectives, was first sent to MGIH officials and departmental librarians[2] January 29 (Appendices B and C). This resulted in some changes to the original mailing list. The questionnaire (Appendix D and E) was sent using the inter-departmental mail system on February 12; and one reminder letter (Appendix F) was issued on March 3, and extended the deadline to March 19.

The questionnaire was developed by CAC in consultation with the Information Resource Management Branch. The "Guide to the Review of Management of Government Information Holdings"[3] provided much of the context for the questions (hereinafter referred to as the "Guide").

The survey consisted of 33 open- and closed-ended questions. The questions, for the most part, were closed-ended multiple choice, for which MGIH officials were asked to select only one or as many answers that applied in a particular situation. A five-element Likert scale

[2] It was expected that the departmental librarians would be able to assist the MGIH official in completing the questionnaire.

[3] Guide to the Review of the Management of Government Information Holdings, November 1995. National Archives of Canada, and Treasury Board of Canada Secretariat. 1996.

was used for two questions. MGIH officials were asked to record their opinions in a range from strongly disagree, to strongly agree; or from not important to very important.

After the NLC reviewed draft versions, the questionnaire was translated and then pre-tested in both languages. The pre-test revealed that smaller organizations may have a more difficult time responding to all questions. It was decided that they would be surveyed, however, because results from all sizes of organizations were required to determine if the extent of the implementation of the MGIH policy differed with the size of the organization.

Data were checked for coding errors and logical inconsistencies, captured in a database using Lotus123, and then analyzed using the Statistical Package for the Social Sciences (SPSS/PC). Frequencies and crosstabulations were calculated; and are appended a separate document (Data Appendix).

2.2 Findings

Of the 60 organizations surveyed, 49 responses representing 46 organizations[4] were returned by mail or by fax. Although there were 60 organizations surveyed, there were, in fact, 58 possible responses because Correctional Services Canada and Solicitor General Canada share library services; as does Department of Finance Canada and Treasury Board Secretariat. The response rate was 79%, and although quite acceptable for a mail survey, the population is small, and the actual number of responses too low for the results to be statistically significant. This means that statistically the results cannot be generalized to the general MGIH official population. In addition, bias resulting from non-response may still be present. It is possible, that with respect to characteristics of interest in this survey, the non-respondents may be different from the respondents. Those responding to the survey may, for example, have stronger opinions on the issues being measured than the non-respondents.

The rate of response varied by location of the organization. Those located outside the National Capital Region (NCR) were less likely to respond that those located in the NCR. Of the 46 respondents, only three were located outside the NCR, while the TBS list indicates that there were seven in all. Because there were only three, it is not advisable to compare their responses to those from the NCR.

Table 2.1 demonstrates that the distribution of respondent departments by size is roughly proportional to the size of the organizations surveyed. Although the two distributions are quite similar, departments with fewer than 100 employees, and with 100 to 499 employees are slightly under-represented. While those with 500 to 999, employees appear to be over-represented among the respondents, all four in this size cohort completed the survey. Similarly, while those with 5,000 or more employees appear to be over-represented among the respondents, all seven completed the survey. Departments with 1,000 to 4,999 were slightly over-represented, but 13 of the 14 in this group responded.

[4] When more than one response from an institution was received, the questionnaire completed by the MGIH official was used to represent the institution's response.

Appendix A lists departments listed in Schedule I of the *Federal Administration Act*, those which were surveyed, and those who responded. This appendix shows that while those without librarians were less likely to respond to the survey, eight of the 15 departments without a librarian did respond. This list highlights that a response was not received by several large organizations. Several were, in fact, not surveyed because the TBS list did not identify them as having an MGIH official.

Table 2.1

Comparison of distribution of responding departments and Treasury Board Secretariat list, by number of employees

	Respondents		Treasury Board Secretariat list	
	#	%	#	%
<100	9	19.6	14	24.1
100-499	11	23.9	16	27.6
500-999	4	8.7	4	6.9
1,000-4,999	13	28.3	14	24.1
5,000+	7	15.2	7	12.1
unknown	2	4.3	3	5.2
Total	46		58	

In determining whether the size of the department is related to particular responses, the analysis will collapse these size categories to "smaller" - those with fewer than 1,000 employees (24); and "larger" - those with 1,000 or more (20) (Table 2.2).

Table 2.2

Comparison of responses by department size and presence of an MGIH official (%)

Question	Size of Department		Official	
	<1,000	1,000 +	Yes	No
Q4. Is there a particular responsibility centre(s) responsible for implementation of the MGIH Policy as it relates to published material? (% yes)	79.2	80.0	n/a	n/a
Q5. Information holdings are available for public dissemination				
Disagree	17.4	20.0	13.9	28.6
Neither agree nor disagree	8.7	15.5	8.3	28.6
Agree	73.9	65.0	77.8	42.9
Q6. Information holdings are available for use by other institutions within the government				
Disagree	13.0	20.0	8.3	42.9
Neither agree nor disagree	17.4	15.0	16.7	14.3
Agree	69.6	65.0	75.0	42.9
Q7. The institution's published information holdings are listed in an up-to-date publications catalogue				
Disagree	25.0	36.8	31.3	14.3
Neither agree nor disagree	5.0	15.8	6.3	28.6
Agree	70.0	47.4	62.5	57.1
Q8. All publications are deposited in the institution's library				
Disagree	18.2	40.0	25.7	28.6
Neither agree nor disagree		10.0	2.9	14.3
Agree	81.8	50.0	71.4	57.1
Q9. Published material is catalogued according to established standards				
Disagree	8.7		5.6	
Neither agree nor disagree		5.0	2.8	
Agree	91.3	95.0	91.7	100.0
Q10. The resulting cataloguing information is made available to other libraries				
Disagree	27.3	15.0	20.0	42.9
Neither agree nor disagree		10.0	5.7	
Agree	72.7	75.0	74.3	57.1
Q11. All material published by the institution is easily accessible to decision makers within the institution				
Disagree	4.2	20.0	8.3	12.5
Neither agree nor disagree	4.2	20.0	8.3	25.0
Agree	91.7	60.0	83.3	62.5

Table 2.2

Comparison of responses by department size and presence of an MGIH official (%)

Question	Size of Department		Official	
	<1,000	1,000 +	Yes	No
Q12. All material published by the institution is available to the public on request				
Disagree	12.5	20.0	11.1	25.0
Neither agree nor disagree	4.2	15.0	5.6	25.0
Agree	83.3	65.0	83.3	50.0
Q13. The institution manages electronic publications in a manner consistent with other forms of media				
Disagree	9.5	30.0	20.6	14.3
Neither agree nor disagree	33.3	15.0	23.5	14.3
Agree	57.1	55.0	55.9	71.4
Q14. Institutional publications are stored and protected in the institution's library				
Disagree	9.1	10.0	5.7	28.6
Neither agree nor disagree		15.0	2.9	14.3
Agree	90.9	75.0	91.4	57.1
Q15. Published material is disposed of in accordance with the National Library Act				
Disagree	13.6	5.0	8.6	14.3
Neither agree nor disagree	9.1	15.0	14.3	
Agree	77.3	80.0	77.1	85.7
Q17. What vehicles do you use to make departmental publications available to the public?				
Sales program	33.3	40.0	33.3	37.5
Free distribution to department maintained distribution lists	79.2	90.0	83.3	87.5
Print on demand	45.8	50.0	84.4	50.0
Distribution through DSP	45.8	75.0	55.6	62.5
Deposit with NLC	66.7	90.0	75.0	75.0
Deposit in departmental library	73.9	100.0	85.7	75.0
Internet	79.2	90.0	83.3	87.5
Q18. Does your department have an up-to-date publications catalogue? (% yes)	45.8	35.0	44.4	25.0
Q19. What is the coverage of the publications catalogue(s)?				
All publications	58.3	28.6	55.0	
Priced print publications only	16.7		11.1	
Priced publications in all formats	8.3		5.6	
Priced and free print publications	8.3	14.3	11.1	
Priced and free publications in all formats	25.0	28.6	16.7	100.0
Publications disseminated on the Internet	16.7		5.6	50.0
Specialized lists for different media				
Specialized lists for different programs/subjects	16.7	28.6	16.7	50.0

Table 2.2

Comparison of responses by department size and presence of an MGIH official
(%)

Question	Size of Department		Official	
	<1,000	1,000 +	Yes	No
Q19. What is the coverage of the publications catalogue(s)?				
All publications	58.3	28.6	55.0	
Priced print publications only	16.7		11.1	
Priced publications in all formats	8.3		5.6	
Priced and free print publications	8.3	14.3	11.1	
Priced and free publications in all formats	25.0	28.6	16.7	100.0
Publications disseminated on the Internet	16.7		5.6	50.0
Specialized lists for different media				
Specialized lists for different programs/subjects	16.7	28.6	16.7	50.0
Q20. Does your department have a policy on charging for publications? (% yes)	39.1	27.8	85.7	14.2
Q21. Does your department have a departmental library? (% yes)	91.7	100.0	97.2	77.8
Q22. Are departmental publications deposited in the departmental library? (% yes)	90.9	100.0	97.1	85.7
Q23. Which formats are deposited in the departmental library?				
All formats	5.0	20.0	11.8	16.7
Print publications	95.0	80.0	88.2	83.3
CD-ROMs/diskettes	55.0	65.0	64.7	16.7
Films/videos	50.0	60.0	55.9	33.3
Maps	15.0	30.0	26.5	
Sound recordings	25.0	35.0	35.3	
Alternate format materials	5.0	25.0	14.7	16.7
Internet files	20.0		11.8	
Databases	5.0		2.9	
Q24. What are the hours of operation of the departmental library? (number of hours)				
internal	8.0	8.4	8.6	8.1
external – other government	8.1	8.3	8.3	8.2
external – public	8.1	8.3	8.2	8.1
Q25. Does your library have a policy on lending departmental publications? (% yes)	50.0	55.0	58.8	16.7
Q26. To which of the following does your library lend departmental publications?				
other government libraries	100.0	90.0	90.6	100.0
government employees outside your department	38.9	40.0	34.4	50.0
libraries outside government	72.2	85.0	75.0	83.3
individuals outside government	5.6	35.0	18.8	16.7
Q27. Are your holdings of departmental publications catalogued by the library? (% yes)	95.0	100.0	97.1	100.0

Table 2.2

Comparison of responses by department size and presence of an MGIH official
(%)

Question	Size of Department		Official	
	<1,000	1,000 +	Yes	No
Q28. How is the library catalogue made available to your clients?				
card catalogue	26.3	5.0	18.2	
on-line in library	89.5	95.0	93.9	66.7
on-line at departmental user's desktop	57.9	75.0	69.7	66.7
on-line to users in other government departments	21.1	40.0	36.4	
on-line to users outside government	10.5	40.0	30.3	
Internet	10.5	50.0	30.3	33.3
dial-up	10.5	10.0	12.1	
Q29. Does your institution dispose of surplus published material, including surplus stocks of institutional publications through the CBEC of the NLC? (% yes)	73.9	95.0	83.3	85.7
Q30. Why do you not consult with or use the services of CBEC before disposal of surplus published material?				
unaware of existence of CBEC	40.0	100.0	40.0	100.0
unaware of NLC Act requirements to use CBEC	40.0	100.0	40.0	100.0
dispose of all information holdings via NAC	40.0		40.0	
Q31. How important were the following barriers in the implementation of the MGIH Policy? (% important)				
resources	66.7	83.4	75.7	66.7
attitudes	52.4	66.7	57.5	66.7
culture	47.6	77.2	54.5	83.3
knowledge of policy	66.6	83.3	75.7	83.3
policy not broad enough	9.6	27.8	18.2	16.7
policy not specific enough	19.1	22.3	18.2	33.3
Q32. What assistance could the National Library provide in implementing your MGIH policy?				
provide advice				
provide back-up collection and service for	81.0	55.6	75.8	33.3
departmental publications	19.0	61.1	33.3	50.0
provide cataloguing data	19.0	38.9	30.3	16.7
provide preservation and/or conservation advice	38.1	61.1	57.6	
Q33. Are changes required in existing government policy on published government information?				
Yes	47.8	63.2	50.0	66.7
No	47.8	31.6	44.4	33.3
Don't know	4.3	5.3	5.6	

Q3. How has the MGIH official communicated the MGIH policy as it relates to published material?

While one respondent reported not having heard of the policy before this survey, others admitted that they did not know if there had been any communication on the topic. Several who knew of the policy, stated that there had not been any official communication, very little communication, or there had not been any specific communication with respect to published material. One respondent noted that most of information disseminated thus far related to records management

Twenty-one of the 46, however, reported that the policy had been communicated. The several different ways this was accomplished included:

- hard copy and intranet departmental directives and guidelines, on intranet or on deposit in library;
- corporate policy;
- brochure: manual sous forme de questions/responses;
- phone calls once a year, occasional written notices;
- meetings with concerned staff;
- training sessions;
- presentations to all clients on MGIH if relates to records and publishing;
- a dept-wide survey of compliance was undertaken when the policy was introduced in 1989, and a corporate information inventory prepared;
- when the MGIH Policy was released, the Dept. established an implementation committee; and
- en l'expliquant aux membres du Comite de gestion de l'information et eu etablissant un formulaire de cheminement enumerant les actions pre et post-publication a prendre

One respondent suggested that the communication of the policy would be easier in an organization where publication (paper or electronic) is centralized.

It is most interesting to note that more departments (25 out of 46 responding) reported that they were unaware of how the policy had been communicated, or that there had been no communication.

Q4. Is there a particular responsibility centre(s) responsible for implementation of the MGIH Policy as it relates to published material?

Of the 46 respondent organizations, 79 percent (35) have a responsibility centre for implementation of the MGIH policy as it relates to published material. This responsibility rests within several areas, or within combinations of areas, and in the numbers indicated below:

- 11 - Library;
- 6 - Information Management (IM);
- 4 - Communications;
- 3 - IM and Communications;

- 3 - Library and Communications;
- 3 - Administrative Services;
- 2 - Corporate Services; and
- other - Records; Publications Advisory Board; and Strategic Research and Planning.

Of the nine organizations who did not have an MGIH official responsible for published material, five of them had fewer than 500 employees, although three organizations with 1,000 or more employees reported that there was no particular responsibility centre. The respondent for one organization in the latter category did not know if this was the case. Overall, the proportion of smaller departments with fewer than 1000 employees and those with 1000 or more with MGIH officials responsible for published material is very similar – 79 and 80% respectively. In the analysis that follows, comparison will be made between organizations with and without an MGIH official with responsibility for published material (Table 2.2)

Questions 5 to 15 asked MGIH officials to rate on a scale of 1 to 5, the extent to which they agreed with several statements on the implementation of the MGIH policy. All these statements relate to the policy statement that holdings are to be organized in order to make the widest possible use of information. In the Information Life Cycle Model, these statements refer to Stage 3 - organization, transmission, use and retrieval. All questions but one relate to the Guide's criterion that information holdings are organized in order to facilitate efficient access and retrieval by users. Question 14 is relative to the Guide's criterion that information holdings are identified and described in a manner that is meaningful to users.

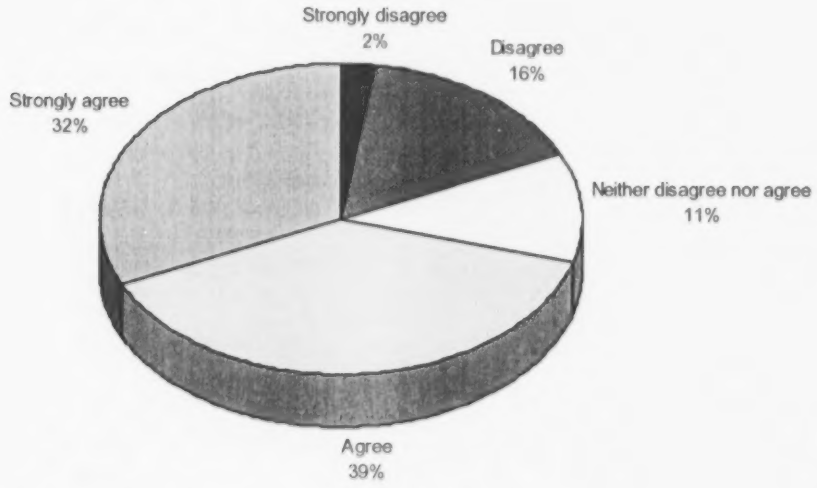
In calculating positive/favourable response, the "Agree" and "Strongly agree" categories were combined; and are reported below. Question 16 asked those that "strongly disagreed" or "disagreed" to provide an explanation. Although not all that "disagreed" or strongly disagreed" elaborated on their ratings, the comments provided will be summarized.

Q5. Information holdings are available for public dissemination

Seventy percent of respondents agreed that information holdings are available for public dissemination (Figure 2.1). Of the 18% that disagreed with this statement, most noted that some of their departmental publications contain highly classified and/or sensitive information that is not available to the public, and if it is, it is only in expurgated form through the *Access to Information* and *Privacy Acts*. One specified that much of the organization's published material is under the control of their Communications Division, and is stored and available for the public there, rather than, in their library.

Larger departments were more likely to disagree (20%), and smaller departments were more likely to agree (73%) with this statement. Similarly, those without MGIH officials were more likely to disagree (29%), and those with officials were more likely to agree (70%).

Figure 2.1
Q5. Information holdings are available for public dissemination

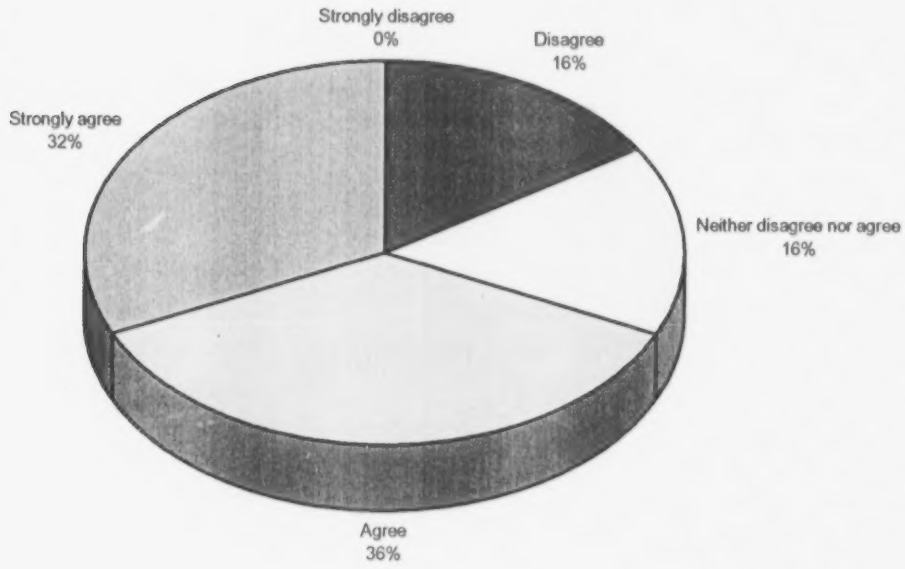


Q6. Information holdings are available for use by other institutions within the government

Similarly, 68% of responding departments agreed that their information are available for use by other institutions within the government (Figure 2.2). The 16% that disagreed with this statement did so for the same reasons stated in Question 5.

Larger departments were more likely to disagree (20%), and smaller departments were more likely to agree (70%) with this statement; and those without MGIH officials were more likely to disagree (43%), and those with officials were more likely to agree (75%).

Figure 2.2
Q6. Information holdings are available for use by other institutions within the government

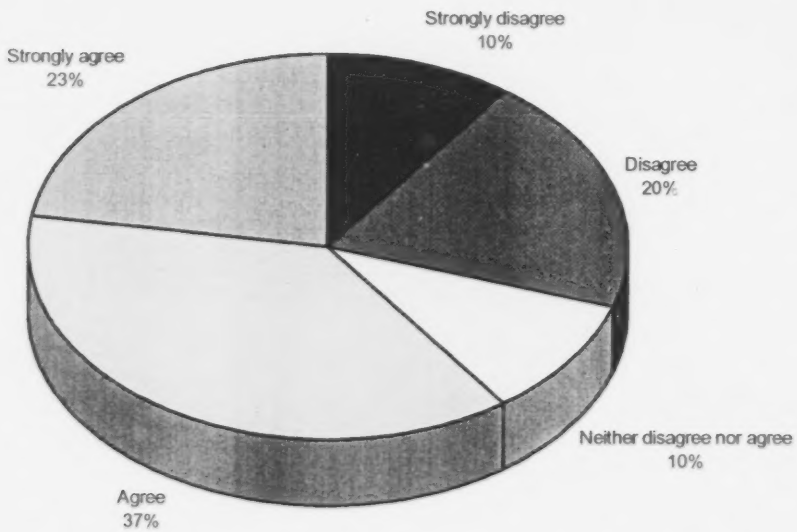


Q7. The institution's published information holdings are listed in an up-to-date publications catalogue

Only 60% of institutions agreed that their publications are listed in an up-to-date catalogue (Figure 2.3). Of the 30% that disagreed with this statement, several suggested that because not all publications are held in the library, maintaining an up-to-date catalogue was not possible. One specified that while all published material is catalogued into the library system with other materials, only one of their groups has a publications catalogue on their website. In addition, some indicated that their published material is not produced with intent to distribute or sell, but as a legal requirement (as in the case of court decisions). A smaller department noted that given its limited number of publications, which are mostly information pamphlets, it has yet to prepare a catalogue of published information.

Smaller departments were more likely to disagree (37%), and larger departments were more likely to agree (70%) with this statement; those with MGIH officials were more likely to both disagree (31%), and agree (63%).

Figure 2.3
Q7. The institution's published information holdings are listed in an up-to-date pubications catalogue

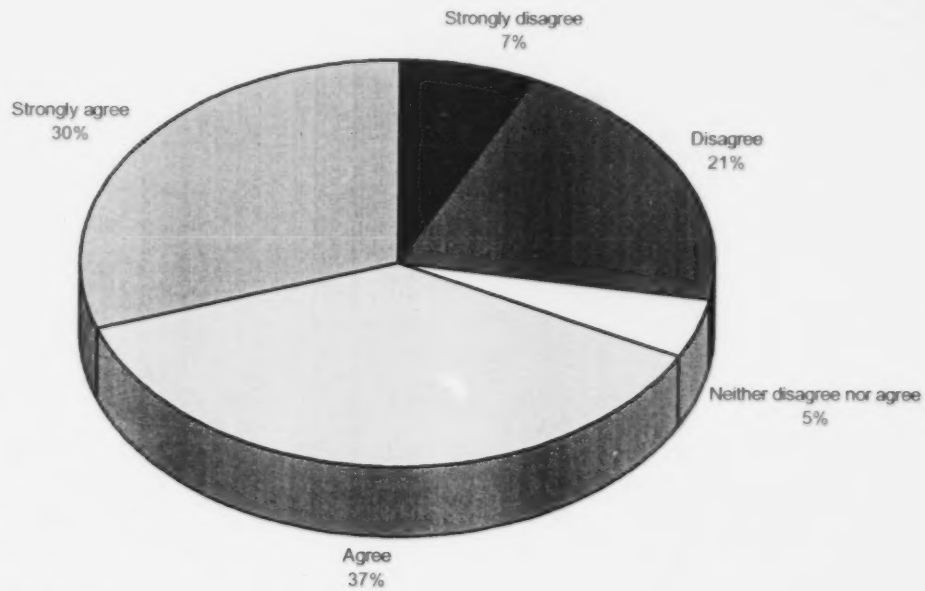


Q8. All publications are deposited in the institution's library

Sixty-seven percent of responding institutions agreed with the statement that all publications are deposited in their library (Figure 2.4). The majority of the 28% that disagreed with this statement did so because the library is unable to systematically acquire all publications. They do not do not know of their existence because no single point of contact exists to ensure coordinated production/disposition of all published departmental publications. In addition, not all producers of information meet deposit requirements. For example, Federal Court decisions are not produced with intent to distribute or sell, but as a legal requirement.

Larger departments were more likely to disagree (40%), and smaller departments were more likely to agree (82%) with this statement; and those without MGIH officials were more likely to disagree (29%), and those with officials were more likely to agree (71%).

Figure 2.4
Q8. All publications are deposited in the institution's library

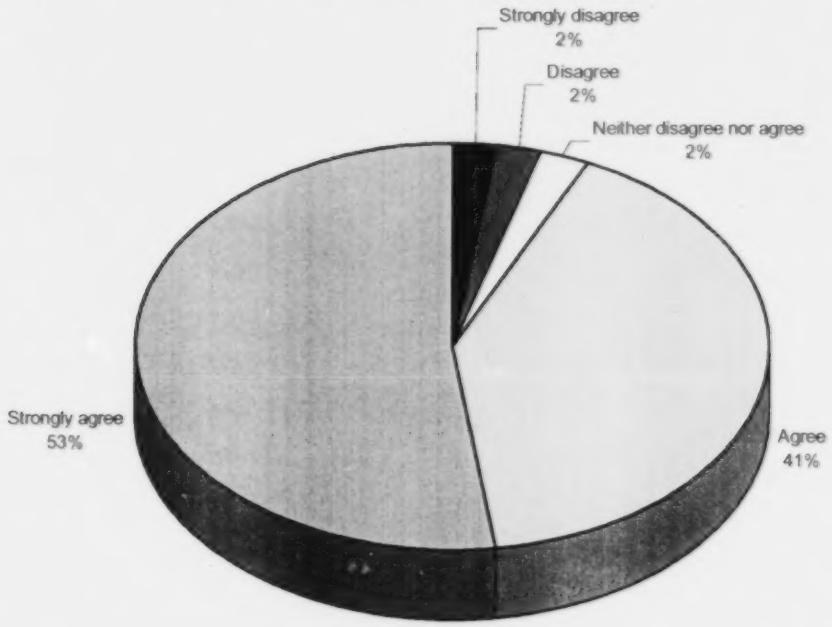


Q9. Published material is catalogued according to established standards

A very large majority - 93% - agreed that published material is catalogued according to established standards (Figure 2.5). Of the two departments that disagreed with this statement (4%), one stated that given the department's limited number of publications, it has yet to catalogue its published information.

None of the larger, and only 8% of the smaller departments disagreed, and similar proportions (95% and 91% respectively), agreed with this statement. While 100% without MGIH officials agreed, 92% of departments with an MGIH official agreed that material is catalogued according to established standards.

Figure 2.5
Q9. Published material is catalogued according to established standards

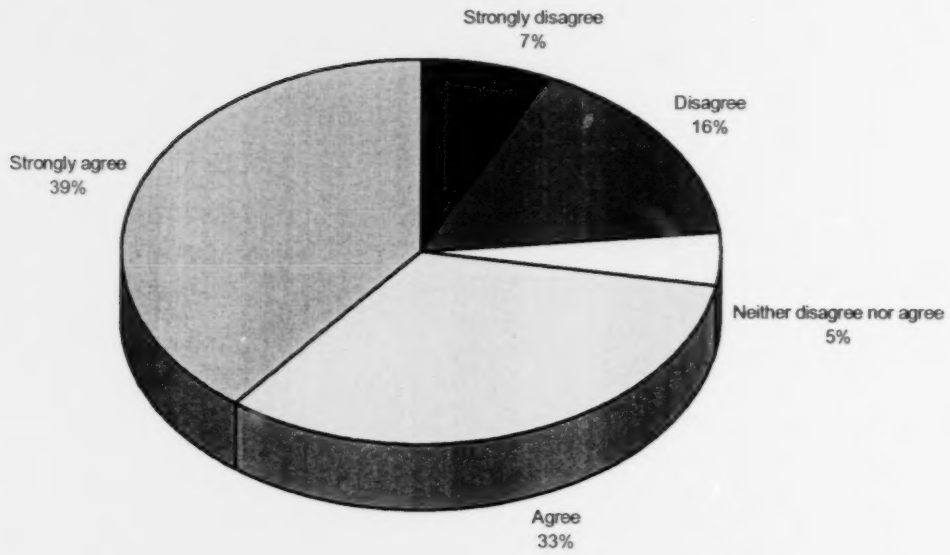


Q10. The resulting cataloguing information is made available to other libraries

While 72% agreed that their cataloguing information is made available to others (Figure 2.6), 23% disagreed with this statement. Again, several stated that some information holdings are not produced with the intent to distribute or sell, but are for restricted internal use within department as per legislation. For some, cataloguing information is available only in-house, while others are planning to automate their catalogues in the very near future.

Similar proportions of larger and smaller departments agreed (75 and 73%, respectively) with this statement; those without MGIH officials were more likely to disagree (43%), and those with officials were more likely to agree (74%).

Figure 2.6
Q10. The resulting cataloguing information is made available to other libraries

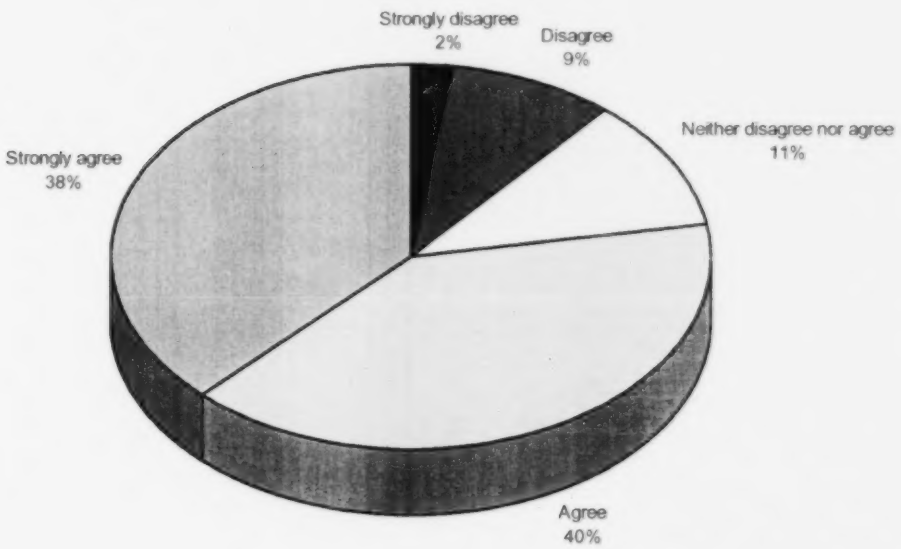


Q11. All material published by the institution is easily accessible to decision makers within the institution

Although 78% of responding departments agreed that all material published is easily accessible to their decision makers (Figure 2.7), the 11% that disagreed with this statement did so because they have no single point of contact to ensure coordinated production/disposition of all published departmental publications.

Larger departments were more likely to disagree (20%), and smaller departments were more likely to agree (92%) with this statement; those without MGIH officials were more likely to disagree (13%), and those with officials were more likely to agree (83%).

Figure 2.7
Q11. All material published by the institution is easily accessible to decision makers within the institution

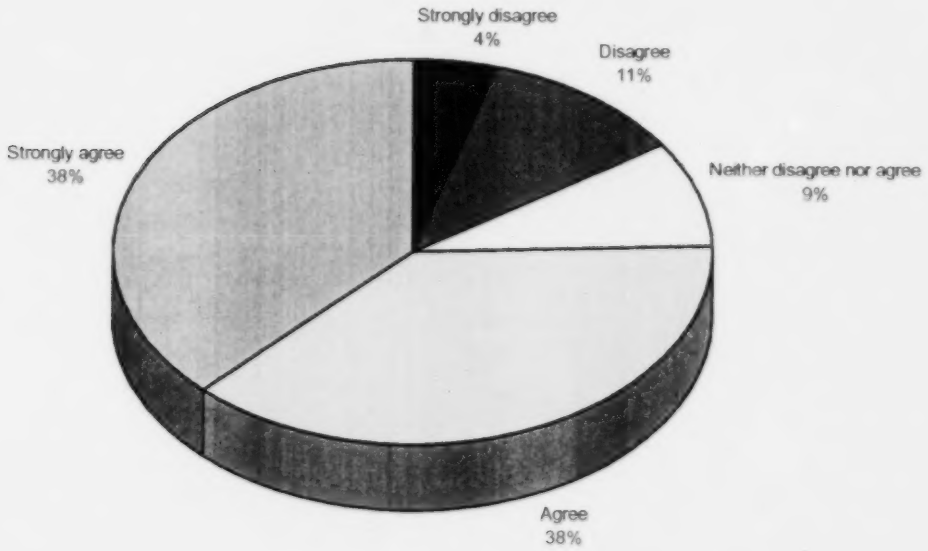


Q12. All material published by the institution is available to the public on request

While 76% of respondents agreed with this statement (Figure 2.8), the most commonly cited reasons by the 16% that disagreed is that material in the library does not cover all departmental publications; and some publications are classified and, therefore, not available to the public.

Larger departments were more likely to disagree (20%), and smaller departments were more likely to agree (83%) with this statement; those without MGIH officials were more likely to disagree (25%), and those with officials were more likely to agree (83%) that all material is available to the public on request.

Figure 2.8
Q12. All material published by the institution is available to the public on request

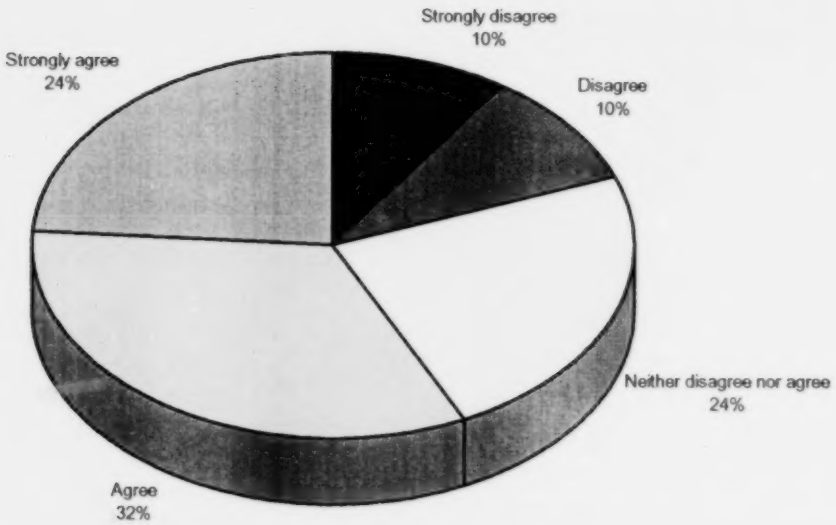


Q13. The institution manages electronic publications on a basis consistent with other forms of media

Figure 2.9 demonstrates that 57% of responding institutions agreed with the statement that they manage electronic publications on a basis consistent with other forms of media. The reasons offered by the 19% who disagreed include the absence of a policy for the conservation and archiving of electronic publications, the classification of the information, and the lack of systematic deposit.

It should be noted that of the 11 questions in this section, this has the highest percentage reporting "neither agree nor disagree" (24%), and the lowest percentage reporting that they agree with this statement. This is an important question in terms of gauging the degree of change that is occurring in publishing, that is, electronic publishing.

Figure 2.9
Q13. The institution manages electronic publications in a manner consistent with other forms of media



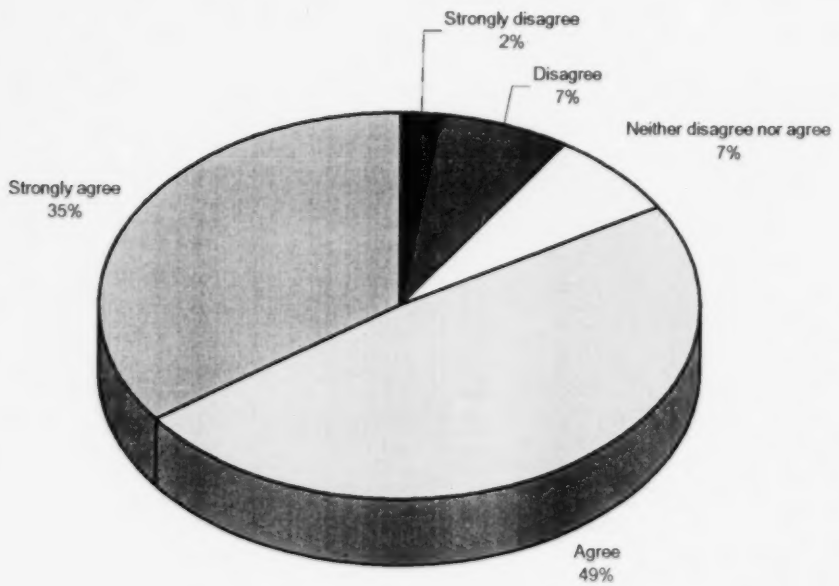
Larger departments were more likely to disagree (30%), but similar proportions of larger and smaller were likely to agree (57 and 55%, respectively) with this statement. However, those without MGIH officials were more likely to agree (71%), and those with officials were more likely to agree (21%) that electronic publications are managed on a basis consistent with other forms of media.

Q14. Institutional publications are stored and protected in the institution's library

Eighty-four percent of the respondents agreed that publications are stored and protected in the institution's library (Figure 2.10). Of the 9% that disagreed, one reported although the library receives copies for their use, all extra copies are kept by Records. One pointed out that because not all information is received, it cannot be stored and protected.

Similar proportions of larger and smaller departments disagreed (10% and 9%, respectively), but smaller departments were more likely to agree (90%) with this statement; those without MGIH officials were more likely to disagree (29%), and those with officials were more likely to agree (91%).

Figure 2.10
Q14. Institutional publications are stored and protected in the institution's library

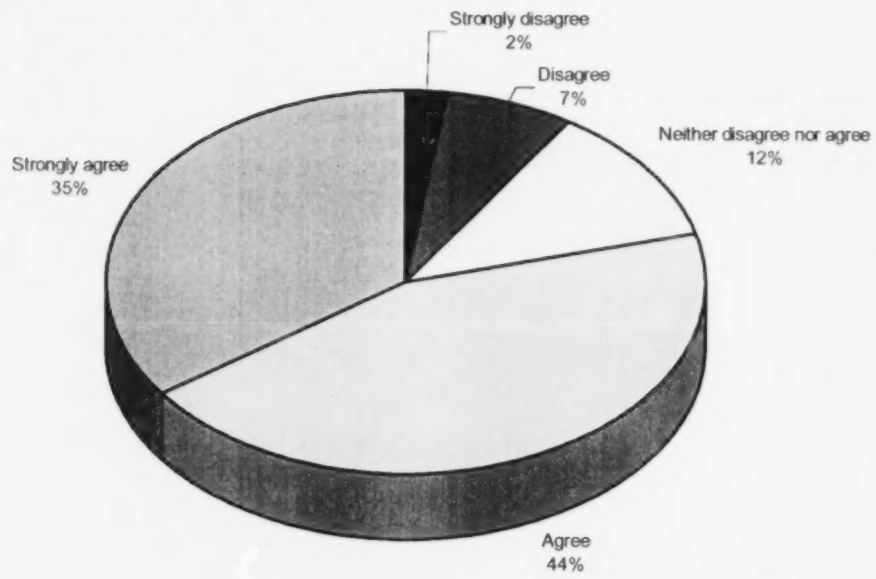


Q15. Published material is disposed of in accordance with the National Library Act

While 79% agreed that their published material is disposed of in accordance with the *National Library Act* (Figure 2.11), 9% disagreed with this statement. The only reason offered in explanation was that not having any familiarity with the *Act*, the respondent did not know, but doubted it.

Smaller departments were more likely to disagree (14%), but similar proportions of both larger and smaller departments agreed (80% and 77%, respectively) with this statement. Departments without MGIH officials were more likely to both disagree (14%), and agree (86%) that material is disposed of in accordance with the *Act*.

Figure 2.11
Q15. Published material is disposed of in accordance with the *National Library Act*



In summary, Figures 2.12a and 2.12b, compare the extent to which respondents agreed and disagreed with the statements in questions 5 to 15 relating to the organization, transmission, use and retrieval of published material. Respondents were most likely to agree with the following statements:

- published material is catalogued according to established standards (94%);
- institutional publications are stored and protected in the institution's library (84%);
- published material is disposed of in accordance with the *National Library Act* (79%); and
- all material published by the institution is easily accessible to decision makers within the institution (78%).

Conversely, they were most likely to disagree with the following statements

- information holdings are available for use by other institutions within government (32%)
- the institution's published information holdings are listed in an up-to-date publications catalogue (30%);
- all publications are deposited in the institution's library (28%); and
- the resulting cataloguing information is made available to other libraries (23%).

When comparing responses by the number of employees, smaller departments were more likely to agree in all but two questions – published material is catalogued according to established standards (Questions 9); and the resulting cataloguing information is made available to other libraries (Question 10). However, these differences were marginal – 91% and 95% for smaller and larger departments for Question 9 (published material is catalogued according to established standards), and 73% and 75% for Question 10 (the resulting cataloguing information is made available to other libraries).

However, in the comparison of departments with and without MGIH officials, the differences are more dramatic. The proportion of departments without officials were more likely to agree to three statements – material is catalogued according to established standards (Question 9), electronic publications are managed in a manner consistent with other forms of media (Question 13), and published material is disposed of in accordance with the *National Library Act* (Question 15). But for the most part, no more than 63% of these departments agreed with the other eight statements. In departments with MGIH officials, on the other hand, the level of agreement ranged from 71 to 91% for the same eight.

Figure 2.12a
Comparison of questions 5 to 15 -
organization, transmission, use and retrieval
of published material
% agree

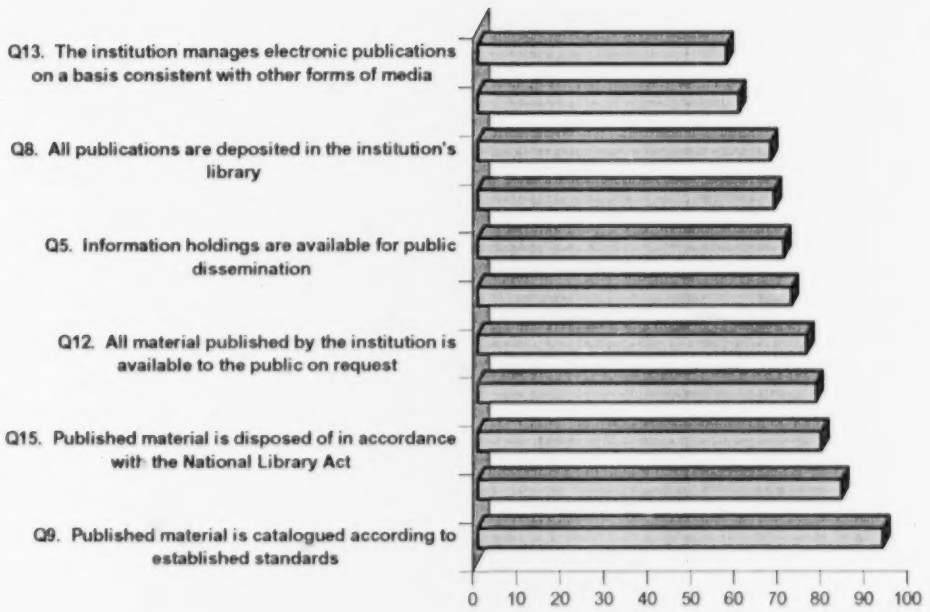
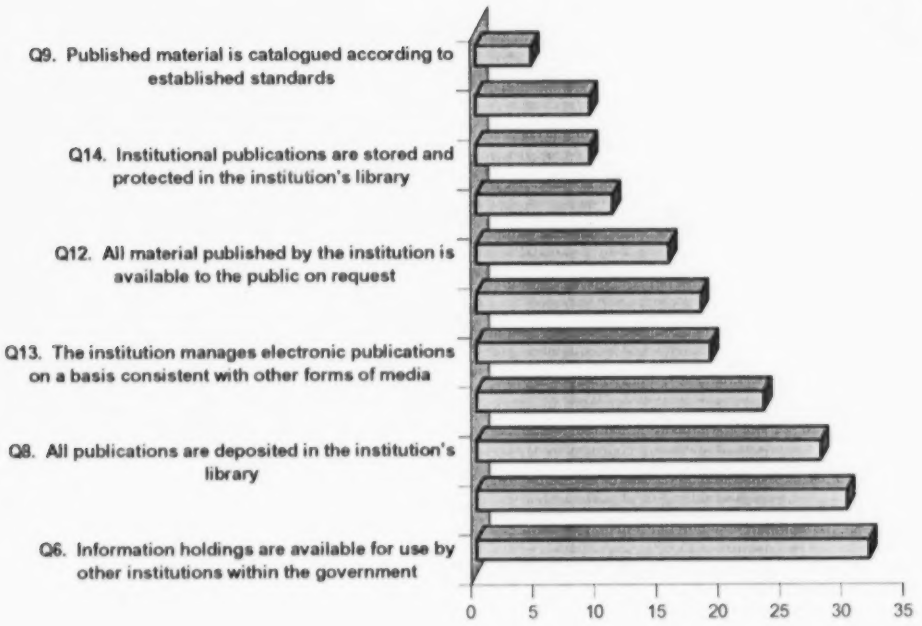

Q13. The institution manages electronic publications on a basis consistent with other forms of media
Q8. All publications are deposited in the institution's library
Q5. Information holdings are available for public dissemination
Q12. All material published by the institution is available to the public on request
Q15. Published material is disposed of in accordance with the National Library Act
Q9. Published material is catalogued according to established standards
0
10
20
30
40
50
60
70
80
90
100

Figure 2.12b
Comparison of questions 5 to 15 -
organization, transmission, use and retrieval
of published material
% disagree


Q9. Published material is catalogued according to established standards
Q14. Institutional publications are stored and protected in the institution's library
Q12. All material published by the institution is available to the public on request
Q13. The institution manages electronic publications on a basis consistent with other forms of media
Q8. All publications are deposited in the institution's library
Q6. Information holdings are available for use by other institutions within the government
0
5
10
15
20
25
30
35

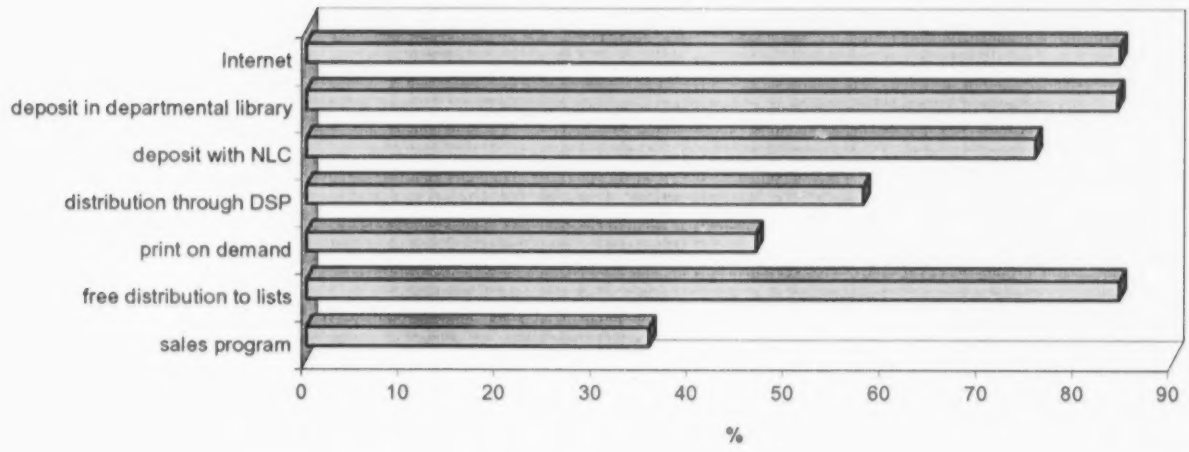
Q17. What vehicles do you use to make departmental publications available to the public?

Departmental publications are most commonly made available to the public through free distribution to departmental-maintained lists (84%), on deposit in departmental library (84%), and via the Internet (84%) (Figure 2.13). In addition, 76% deposit publications with the National Library of Canada; and 57% distributed through the Depository Services Program (DSP). Less frequently-used modes of distribution used are print on demand (47%), and a sales program (36%). Three respondents noted that publications are made available free, in both hard copy and electronic format. Another noted that because some publications are available on the Internet, they can be printed by the user.

Of the 15 departments that have a sales program, 13 also have their publications on deposit in their departmental library.

Of the 45 that provided an answer to the questions that they make departmental publications available through NLC and distribution through DSP, 26 responded that they use both distribution through DSP and deposit with NLC; 8 use deposit with NLC only; and 11 use neither.

Figure 2.13
Q17. What vehicles do you use to make departmental publications available to the public?



Q18. Does your department have an up-to-date publications catalogue?

Only 40% of respondents claimed to have an up-to-date publications. Although no reasons were provided, based on the answers to previous questions, it could be that while they may have a publications catalogue, it may not be up-to-date because they do not, as a matter of course, receive all departmental publications as noted for Question 7 above; or that their published material is not produced with the intent to distribute or sell, but as a legal requirement; or that there are so few publications, they have yet to prepare a catalogue.

Of the 18 respondent organizations that do have up-to-date catalogues, 11 are available on the Internet. However, an examination of these sites revealed that of the sites that indicate the last update, at least one is not up-to-date – with the last update in December, 1997.

Smaller organizations are more likely to have an up-to-date catalogue – 46 percent – than are larger organizations – 35%. Proportionally more organizations with an MGIH official have an up-to-date catalogue than those without (44% vs 25%).

Q19. If yes, what is the coverage of the publications catalogue(s)?

Half the respondents (50%) with a publications catalogue reported that coverage includes all publications (Figure 2.14). For those departmental catalogues that do not include all publication types, 25% include priced and free publications; 10% include priced print publications only, both priced and free publications, and publications disseminated on the Internet; and only 5% (or one respondent) include priced publications in all formats.

Q20. Does your department have a policy on charging for publications?

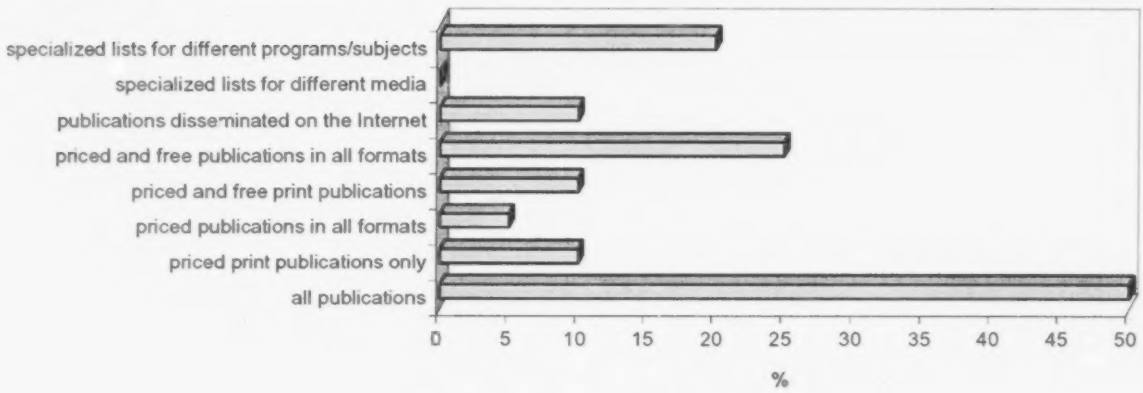
One third of responding departments (33%) reported having a policy on charging for publications. Two individuals did not know if there was a policy in their departments.

It was found that 39% of smaller organizations, and only 28% of larger organizations have a policy on charging for publications. While 86% with an MGIH official do have such a policy, only 14% without an official do.

Q21. Does your department have a departmental library?

Of the 46 departments who responded, 43 (or 94%) have a departmental library. It appears as though the smaller organizations are less likely to have a library (92%) than are larger organizations (100%). Almost all departments with an MGIH official (97%), but 78% without an official have a library.

Figure 2.14
Q19. What is the coverage of the publications catalogue(s)?



Q22. Are departmental publications deposited in the departmental library?

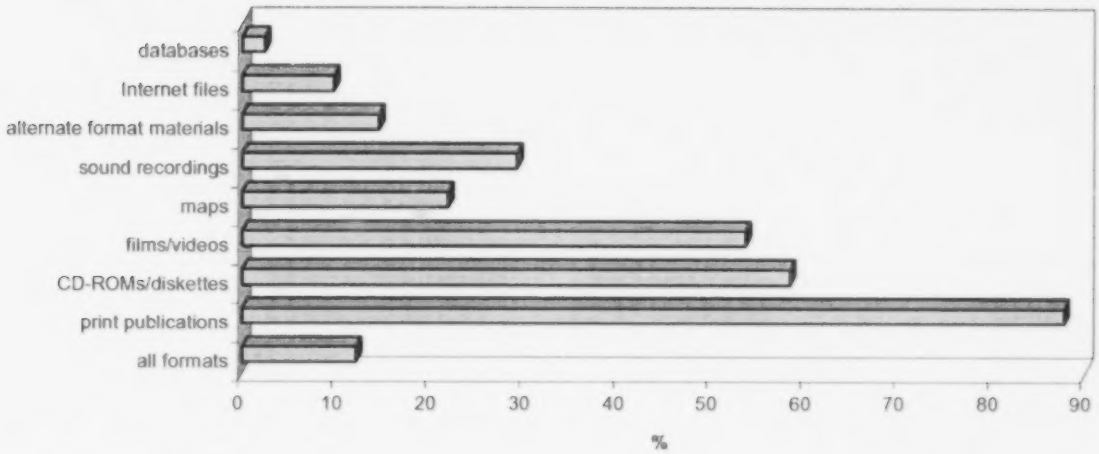
Ninety-five percent reported that departmental publications are deposited in the departmental library. Some qualified their answer by specifying some, but not all publications are deposited.

Larger departments, more than smaller departments (100% and 92%, respectively) and those with MGIH officials, more than without (97 and 86%, respectively) deposit publications in the departmental library

Q23. Which formats are deposited in the departmental library?

Although eleven publication formats were listed, only 12 percent reported that all eleven formats were deposited in the departmental library (Figure 2.15). Of those that did not deposit all formats, 88% deposited printed matter, 59% CD-ROMs, and 54% films and videos. Instead of the library, one department's films and videos are held in its self-learning centre. Other formats are deposited much less frequently. One format, not included in this list, but listed by one respondent, is microfilm/microfiche. It is expected that this format is more widely held than was reported in this question.

Figure 2.15
Q23. Which formats are deposited in the departmental library?



Q24. What are the hours of operation of the departmental library?

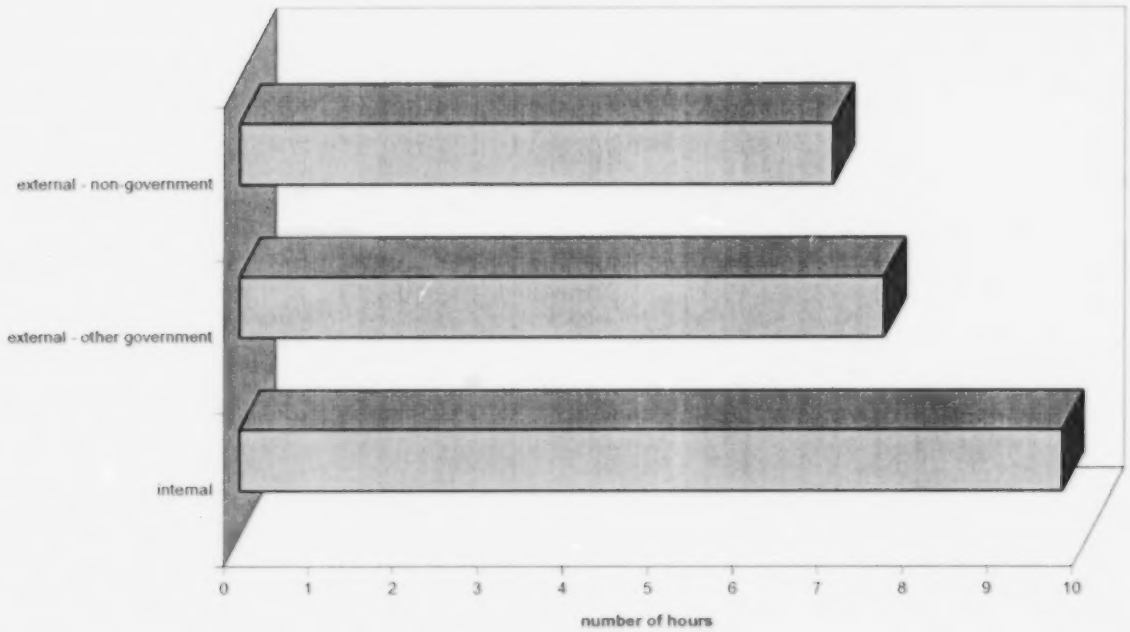
For internal clients, the most common hours of operation are 8:30 – 16:30. Four libraries are open to internal clients 24 hours a day, 7 days/week on a self-serve basis – the RCMP (also open to police officers of any jurisdiction), the RCMP External Complaints Commission, the Canadian Security Intelligence Service, and The Transportation Safety Board.

One library is not open to external clients from other government departments; one library will arrange visits by appointment only; and one library is not open at all for external public clients, but five others will arrange appointments for them.

Libraries are open to internal clients ranging from 5.5 to 24 hours per day; and for external clients – both other government and public – from 0 to 9.5 hours. On average, libraries are open 9.7 hours for internal clients, 8.0 hours for external – other government clients, and 7.3 hours for external - public clients (Figure 2.16).

Libraries in larger organizations have longer operating hours than smaller organizations, for all three client groups. Similarly, libraries in organizations with MGIH officials have longer hours than those without.

Figure 2.16
Q24. Average hours of operation of the departmental library



Q25. Does your library have a policy on lending departmental publications?

Fifty-four percent of libraries who responded have a policy on lending departmental publications. While they were not asked to elaborate on their policies, three commented that their policy was to not lend departmental publications. One of these three stated the concept of "lending" does not apply to their publications, which are either sold to clients or deposited with certain public libraries across Canada.

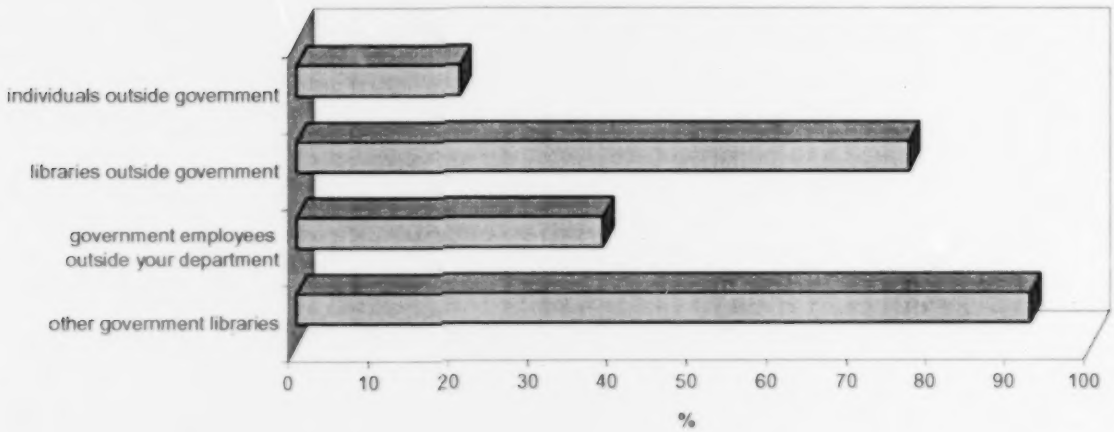
Similar proportions of smaller and larger libraries have policies on lending departmental publications (50 and 55%, respectively). However, 59% of libraries with an MGIH official and only 17% without, have such a policy.

Q26. To which of the following does your library lend departmental publications?

Although 92% of departmental libraries lend publications to other government departments, 77% lend to libraries outside government. They are less likely, however to lend to

government employees outside their department (39%), and to individuals outside government (21%) (Figure 2.17).

Figure 2.17
Q26. To which of the following does your library lend departmental publications?



Libraries in larger organizations lend departmental publications more widely than do libraries in smaller organizations. Those with MGIH officials appear to lend less widely than organizations without officials.

Q27. Are your holdings of departmental publications catalogued by the library?

The holdings of departmental publications are catalogued by 98% of those responding that have libraries. The one library that did not catalogue its library holdings was in an organization with fewer than 100 employees.

There is only a slight difference between larger and smaller organizations, and those with and without MGIH officials.

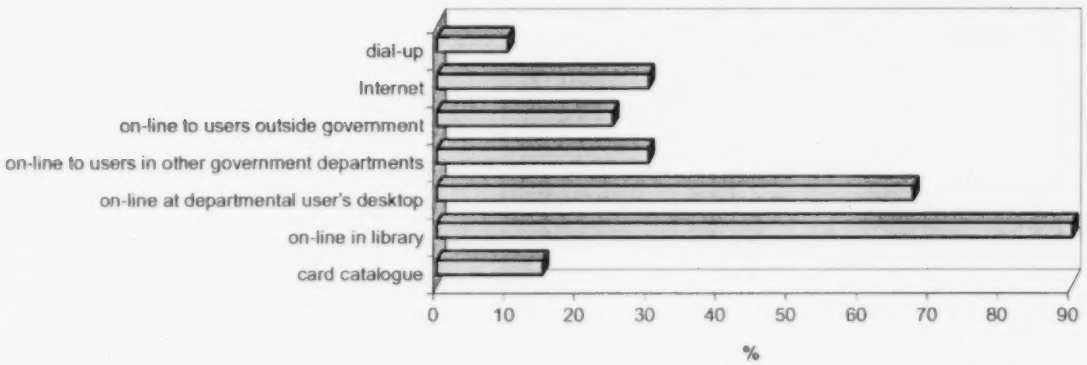
Q28. How is the library catalogue made available to your clients?

Respondents were asked to indicate in which forms this catalogue was made available to clients. As shown in Figure 2.18, 90% are available on-line in the library, and 68% are available on-line at the departmental user's desk-top. That a card-catalogue was used by only 15% of libraries, indicates the extent to which technology has been adopted. It should

also be noted that of the six that still use card catalogues, five had fewer than 1,000 employees, and these libraries were also less likely to have electronic forms of library catalogues. When asked to identify others, AMICUS was listed by three; the Internet by one, and a CD-ROM by another. Dial-up, AMICUS and the Internet may have been considered as the same by some, and not by others. In addition one library provides bibliographies of holdings on specific subjects on request, and another lists their studies in their Annual report.

Library catalogues in larger organizations and in organizations with an MGIH official are available in a wider range of formats, with a greater emphasis on electronic media.

Figure 2.18
Q28. How is the library catalogue made available to your clients?



Q29. Does your institution dispose of surplus published material, including surplus stocks of institutional publications through the Canadian Book Exchange Centre (CBEC) of the National Library
Q30. Why do you not consult with or use the services of CBEC before disposal of surplus published material?

Eighty-four percent of respondents reported that their institution disposes of surplus published material through the Canadian Book Exchange Centre (CBEC) of the National Library. Of the six who did not, the reasons for not doing so included: unaware of existence of CBEC (3); unaware of the *National Library Act* requirement to use CBEC (3); and disposal of all information holdings via the National Archives (2).

Several other reasons for not doing so were cited, and include:

- studies are classified;
- publications are held in minimal copies, and are not disposed of;

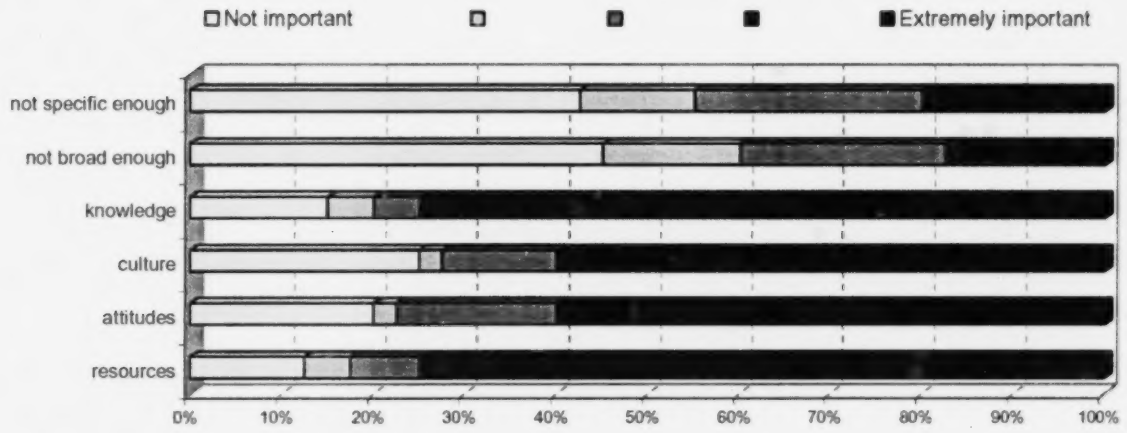
- CBEC not interested in our publications; and
- cost of shipping material to CBEC in Ottawa.

Almost all larger organizations (95%), and slightly less than three quarters (74%) of smaller organizations dispose of surplus through the CBEC. Those with and without MGIH officials do so in similar proportions (83% and 86%).

Q31. Please indicate how important each of the following were barriers in the implementation of the MGIH policy.

Knowledge of policy and resources were identified as the most important barriers in the implementation of the MGIH policy, with 75% of respondents ranking them either a "4" or "5" on a 5-point scale of importance. Attitudes and culture and attitudes were identified by 70% and 60%, respectively. That the policy was either not specific enough (20%) or not broad enough (18%) was seen as less important (Figure 2.19).

Figure 2.19
Q31. How important were the following barriers in the implementation of the MGIH Policy?



Other specific factors identified included the following:

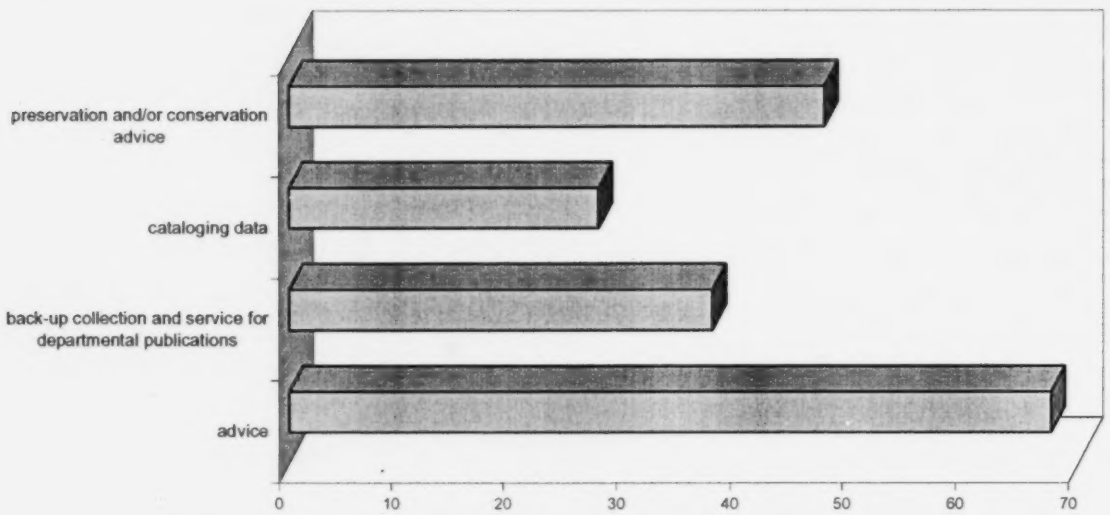
- accountability
- policy was too broad and unclear from an application point of view
- the department has been undergoing organizational transition for several years
- cost/recovery discourages managers from depositing publications with the library

All the listed factors were more important barriers for large organizations. but the largest for both larger and smaller organizations was resources. In organizations with an MGIH official the most important barriers were resources and knowledge of policy. It should be noted that in organizations without an official, attitudes, culture and knowledge of policy were relatively more important than they were to those with an official.

Q32. What assistance could the National Library provide in implementing your MGIH policy?

Most respondents (68%) felt that the NLC could assist them in the provision of advice while 48% felt that advice on preservation and/or conservation would be useful (Figure 2.20). The provision of back-up collection and service for departmental publications, and cataloguing data were seen as less important, with 38% and 28% responding that the NLC could assist them in implementing the policy.

Figure 2.20
Q32. What assistance could the National Library provide in implementing your MGIH policy?



Other suggestions for advice included:

- develop policy and procedures for electronic publications;
- increase awareness of MGIH policy relating to publications;
- on a regular basis, provide reminders of the policy to senior officials and stress the importance of managing their departments' information holdings both published and unpublished;
- provide clear and succinct information/publication on the impact of non-compliance and other related MGIH issues in order to educate departmental staff and change attitudes regarding information management;
- provide joint sessions with National Archives on the topic of the MGIH policy;
- resolve definitions of published material as they relate to court decisions in both paper and electronic formats; and
- decide which agency (NLC/National Archives) is responsible for grey material.

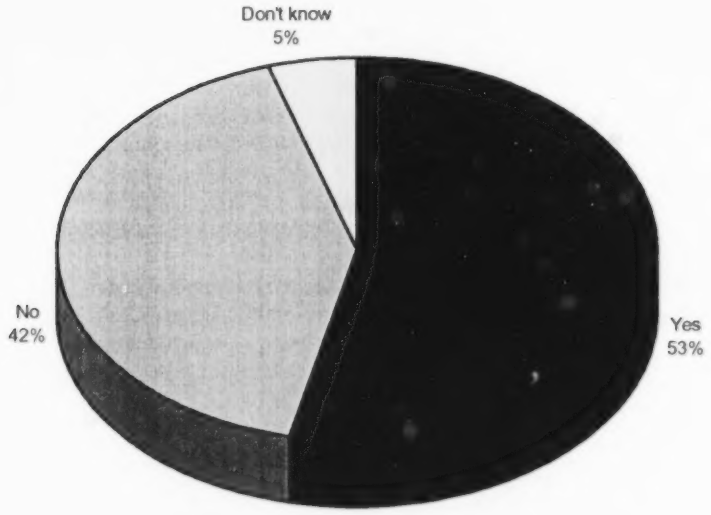
It is interesting to note that the extent to which assistance was important was related to the extent to which the implementation of the policy was hindered by the barriers listed in the previous question.

The assistance that NLC could provide varies by size of organization and with the presence of an MGIH official. Smaller departments would like more assistance than larger departments in the provision of advice. However, the larger departments, more than the smaller, would like assistance with back-up collection and service, cataloguing data, and preservation and/or conservation advice. Departments with an MGIH official would like assistance in the provision advice, cataloguing data, and preservation and/or conservation advice, while those without an official felt that back-up collection and service for departmental publications would be useful.

Q33. Are changes required in existing government policy on published government information?

A slight majority (54%) of respondents felt that changes were required in existing government policy on published information (Figure 2.21). All of the organizations with fewer than 100 employees did not feel that changes were required, and the larger the organization, the more likely they felt that changes were required in existing policy. Two thirds of the organizations without, and half with an MGIH official felt changes were required.

Figure 2.21
Q33. Are changes required in existing government policy on published government information?



Of the 35 individual open-ended responses to this question, half related to the management of electronic publications – their deposit, revision, access, preservation, archiving, and pricing.

Next most frequently cited (by three individuals) was that the policy is treated as a 'guideline' – that TB guidelines with no policing have no teeth, and that there needs to be greater accountability for non-compliance.

Others suggested that with so many different ways of making materials available, the definition of published info should be updated. Because some published information products have limited distribution, they may not be treated as published material by their organizations.

Some suggestions reflected difficulties internal to their organizations. Those organizations which are decentralized, may lack a corporate culture, and may have more barriers in

implementing the policy consistently across the organization. In addition, some organizations have many publishers, making it very difficult to collect all published materials

It was noted that departmental libraries may not have the space necessary to collect and/or preserve the total output of their departments, to the fullest extent required by the policy. In addition, others are not providing the necessary resources for its implementation.

CHAPTER 3

CONCLUSIONS AND RECOMMENDATIONS

The objectives of this study were to:

- collect baseline data related to the current level of implementation of the MGIH Policy as it relates to published material;
- identify areas in which the NLC can assist in the implementation of the policy;
- identify the level and awareness and compliance with provisions of the *National Library Act* as regards the disposal of books and degree of use of the Canadian Book Exchange Centre (CBEC);
- assess the level of public access to collections and services of federal libraries; and
- gather suggestions for changes to the policy.

The August 1996 review of the MGIH policy conducted by the Evaluation, Audit and Review Group at TBS determined that the application of the policy was not a factor in the majority of the management activities in departments, and that its application was sporadic, at best. Several impediments to its implementation were identified and stressed the need for policies and direction from the centre that more closely reflect departments' business functions and program activities. While the recommendations did not specifically mention published material or the NLC, they did emphasize the increased role of information management technology, the development of standards and measures for assessing performance; the identification of accountability; and the clarification and communication of the new policy by TBS.

The Policy on the Management of Government Information Holdings applies to all departments and agencies, including departmental corporations and branches designated as departments for purposes of the *Financial Administration Act*. The policy requires that corporate management designate a senior official to represent the deputy head to TBS and other central agencies for the purposes of the policy. As in the 1996 review, this baseline MGIH Officials' survey revealed a lack of compliance with several elements of the MGIH Policy as it relates to published material. In addition, it was suggested by respondents to this survey, that the policy is treated as a 'guideline' – that TBS guidelines with no policing have no teeth, and that there needs to be greater accountability for non-compliance. The importance of an MGIH official in compliance with the policy has been demonstrated in this survey. It is therefore recommended that TBS be proactive in updating their MGIH official list, and in ensuring that those departments required to appoint an MGIH official, do so. It is also recommended that they develop a communications strategy focussing on educating management in departments about the policy.

The responsibility centre for the implementation of policy as it relates to published material resides within a variety of organizations - Library; Information Management, Communications, Corporate Services; Records; Publications Advisory Board; and Strategic Research and Planning. That the management of published information holdings is multidisciplinary in nature, poses some challenging planning issues. It is most interesting to note that more departments (25 out of 46 responding) reported that they were unaware of how the policy had been communicated, or that there had been no communication. Communication within departments and agencies, and communications from TBS are key to the success or shortcomings of the application of the policy. It is recommended that the NLC exercise leadership in the promotion in the policy and sharing of best practices as it relates to published material, by communication within the federal library community.

Because neither the policy nor the guide articulate exactly who the MGIH official is to be and what their specific duties are, it is recommended that TBS and NLC work together to develop guidelines to assist management in the selection of officials.

That such a large percentage do not manage electronic publications on a basis consistent with other forms of media, and that many mentioned the absence of a policy for the conservation and archiving of electronic publications, the classification of the information and the lack of a systematic deposit, indicates that a growing class of publishing is not being "mainstreamed". It is recommended that NLC, in consultation with departments, develop policy as it relates to the new media.

Closely related to this, is that because there are so many different ways of making materials available, it is recommended that the definition of "published information" should be updated. For example, some published information products have such limited distribution, they may not be treated as published material by their organizations.

Publication catalogues are an important way to access departmental publications. Over 60% do not have an up-to-date catalogue which is of some concern if the government is to provide timely accurate access to its published resources. This is an area where departments and agencies have not made a move to the Internet as so few have Internet versions of their catalogues. It is recommended that NLC explore the need for the provision of electronic cataloguing assistance through the federal library community.

Finally, it is recommended that the National Library conduct an MGIH officials' survey on a regular basis, as a means of monitoring levels of knowledge of and compliance with the policy. This first survey provides useful baseline information that will provide a basis for comparison with future results. Should the NLC repeat this survey, there are several recommendations regarding survey design that we would recommend:

- The list of potential respondents should be up-dated to include MGIH officials and librarians in all departments and agencies to which the policy applies.

- The list of potential respondents should also include both centralized or headquarters functions, as well as decentralized functions in the regions. It became apparent in discussion with some headquarters respondents that they could not report on the extent to which the policy was observed in the regions.

  Because it was not possible to compare the responses of departments from outside the NCR responded to the survey, the MGIH officials for these libraries should be canvassed to identify regional concerns that should be addressed in the next survey.

- The scope of the review should be expanded to comprise questions on the planning stage of the Information Life Cycle Model.

- Because it appears from the survey that the communication of the MGIH policy as it relates to published material is haphazard, the corporate management and coordination of this form of information holdings should be assessed.

- Additional questions should be added to assess the level of satisfaction with the services provided by NLC in support of the implementation of the policy.

Some issues raised are outside the realm of the policy in that they reflected difficulties internal to specific organizations. Those organizations which are decentralized, may lack a corporate culture, and may have more barriers in implementing the policy consistently across the organization. Similarly, some organizations have many publishers, making it very difficult to collect all published materials. In addition, it was noted that departmental libraries have neither the space necessary to collect and/or preserve the total output of their departments to the fullest extent required by the policy nor the resources necessary for its implementation.

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Appendix A
Departments and Agencies Surveyed

Appendix A

Departments and Agencies Surveyed

Department or Agency	MGIH Official	Librarian	Surveyed	Received
Agriculture and Agri-Food Canada	✓	✓	✓	✓
Atlantic Canada Opportunities Agency	✓	✓	✓	✓
Atomic Energy Board	✓	✓	✓	✓
Canada Economic Development for Quebec Regions				
Canada Information Office				
Canada Labour Relations Board	✓	✓	✓	✓
Canadian Artists and Producers Professional Relations Tribunal				
Canadian Centre for Management Development	✓	✓	✓	✓
Canadian Centre for Occupational Health and Safety	✓	✓	✓	✓
Canadian Environmental Assessment Agency				
Canadian Food Inspection Agency				
Canadian Heritage	✓	✓	✓	✓
Canadian Human Rights Commission	✓	✓	✓	
Canadian Human Rights Tribunal				
Canadian Intergovernmental Conference Secretariat	✓	✓	✓	✓
Canadian International Development Agency	✓	✓	✓	✓
Canadian International Trade Tribunal				
Canadian Radio-television and Telecommunications Commission	✓	✓	✓	✓
Canadian Security Intelligence Service	✓	✓	✓	✓
Canadian Space Agency	✓	✓	✓	
Canadian Transportation Agency				
Citizenship and Immigration Canada				
Civil Aviation Tribunal				
Competition Tribunal	✓		✓	✓
Copyright Board Canada				
Correctional Service Canada	✓		✓	✓ with Solicitor General
Department of Finance Canada	✓	✓	✓	✓ with Treasury Board
Department of Foreign Affairs and International Trade	✓	✓	✓	✓
Department of Justice Canada	✓	✓	✓	
Environment Canada	✓	✓	✓	✓
Federal Court of Canada	✓	✓	✓	✓
Fisheries and Oceans	✓	✓	✓	✓
Hazardous Materials Information Review	✓		✓	

Appendix A

Departments and Agencies Surveyed

Department or Agency	MGIH Official	Librarian	Surveyed	Received
Commission				
Health Canada	✓	✓	✓	✓
Human Resources Development Canada	✓	✓	✓	✓
Immigration and Refugee Board	✓	✓	✓	✓
Indian and Northern Affairs Canada and Canadian Polar Commission	✓	✓	✓	✓ (2)
Industry Canada	✓	✓	✓	✓
Law Commission of Canada				
Medical Research Council of Canada				
NAFTA Secretariat - Canadian Section				
National Archives of Canada	✓	✓	✓	✓
National Battlefields Commission	✓		✓	
National Defence				
National Energy Board				
National Farm Products Council	✓		✓	✓
National Film Board	✓	✓	✓	✓
National Library of Canada	✓	(✓)	✓	✓
National Parole Board	✓		✓	✓
National Research Council of Canada	✓	✓	✓	✓
National Round Table on the Environment and the Economy				
Natural Resources Canada	✓	✓	✓	
Natural Sciences and Engineering Research Council of Canada	✓		✓	
Northern Pipeline Agency Canada	✓		✓	✓
Office of the Auditor General of Canada	✓		✓	✓
Office of the Chief Electoral Officer				
Office of the Commissioner for Federal Judicial Affairs				
Office of the Commissioner of Official Languages	✓	✓	✓	✓
Office of the Correctional Investigator				
Office of the Information and Privacy Commissioners				
Office of the Superintendent of Financial Institutions Canada	✓	✓	✓	✓
Patented Medicine Prices Review Board	✓		✓	
Privy Council Office	✓	✓	✓	✓ (2)
Public Service Commission of Canada	✓	✓	✓	
Public Service Staff Relations Board	✓	✓	✓	✓
Public Works and Government Services Canada	✓	✓	✓	✓
RCMP External Review Committee	✓		✓	
RCMP Public Complaints Commission	✓		✓	✓
Registry of the Federal Court of Canada	✓		✓	✓

Appendix A Departments and Agencies Surveyed				
Department or Agency	**MGIH Official**	**Librarian**	**Surveyed**	**Received**
Revenue Canada	✓	✓	✓	✓
Royal Canadian Mounted Police	✓	✓	✓	✓(2)
Security Intelligence Review Committee	✓		✓	✓
Social Sciences and Humanities Council of Canada	✓		✓	
Solicitor General Canada	✓	✓	✓	✓ with Correctional Services
Statistics Canada	✓	✓	✓	✓
Status of Women Canada				
Supreme Court of Canada				
Tax Court of Canada	✓	✓	✓	
Transport Canada	✓	✓	✓	✓
Transportation Safety Board of Canada	✓	✓	✓	✓
Treasury Board of Canada, Secretariat	✓		✓	✓ with Finance
Veterans Affairs Canada	✓	✓	✓	✓
Western Economic Diversification Canada	✓		✓	✓
Unknown				✓
TOTAL	***60***	***42***	***60***[5]	***48***

[5] Although this total reflects the number of organizations surveyed, there were, in fact, 58 possible responses because Correctional Services Canada and Solicitor General Canada share library services; as does Department of Finance Canada and Treasury Board Secretariat.

Appendix B - English Introduction letter

Appendix C – French Introduction letter

Appendix D - English Questionnaire

Appendix E - French Questionnaire

Appendix F – Bilingual Follow-up letter

Appendix B
English Questionnaire

February 15, 1999

This survey is being conducted by Consulting and Audit Canada (CAC) for the National Library of Canada (NLC).

The purpose of this questionnaire is to obtain information on the management of published government information under the Management of Government Information Holdings (MGIH) policy1. The intent is to identify current practices and to examine the efficiency and effectiveness of these practices in meeting the requirements of the policy. The study will also examine the impact of electronic publishing on these practices. By sharing your knowledge and experience you will give the NLC a better understanding of the strengths and weaknesses of the policy, and how these affect its implementation and performance.

Please take a few minutes to complete this questionnaire and return it to us in the envelope provided by March 5, 1999.

If you require any further information about the survey, do not hesitate to contact us at CAC.

Linda Bruce
613-947-2432
linda.bruce@cac.gc.ca

Definitions

This glossary is to present definitions of terms used in this questionnaire.

Information holdings: All information under the control of a government institution, regardless of physical mode or medium in which such information may be stored. This may include correspondence, memoranda, books, plans, maps, drawings, diagrams, pictorial or graphic works, photographs, films, microforms, sound recordings, videotapes, machine readable records, published material, and any other documentary material. Excluded from the definition are materials held by federal libraries which were not prepared or produced by or for the government.

Integration: The extent to which institutions have ensured that management of information holdings is included and coordinated as an integral part of the corporate management process.

Published material: An information product which has been created and edited for the purpose of distribution or sale.

1. Location

- ❑ Newfoundland
- ❑ Prince Edward Island
- ❑ Nova Scotia

- ❑ New Brunswick
- ❑ Quebec, not NCR
- ❑ Ontario, not NCR
- ❑ NCR
- ❑ Manitoba
- ❑ Saskatchewan
- ❑ Alberta
- ❑ British Columbia
- ❑ Yukon
- ❑ Northwest Territories

2. Federal Government Department or Agency

_____

3. How has the MGIH official communicated the MGIH policy as it relates to published material?

_____

_____

4.. Is there a particular responsibility centre(s) responsible for implementation of the MGIH Policy as it relates to published material?

❑ Yes ❑Please identify responsibility centre(s)

_____

❑ No

A number of statements related to the implementation of the MGIH are listed below. Please indicate how much you agree or disagree with them as they relate to your institution (department or agency).

	Strongly disagree	Disagree	Neither disagree nor agree	Agree	Strongly agree	n/a
5 Information holdings are available for public dissemination.	❑	❑	❑	❑	❑	❑
6 Information holdings are available for use by other institutions within the government.	❑	❑	❑	❑	❑	❑
7 The institution's published information holdings are listed in an up-to-date publications catalogue.	❑	❑	❑	❑	❑	❑
8 All publications are deposited in the institution's library.	❑	❑	❑	❑	❑	❑
9 Published material is catalogued according to established standards.	❑	❑	❑	❑	❑	❑
10 The resulting cataloguing	❑	❑	❑	❑	❑	❑

10	The resulting cataloguing information is made available to other libraries.	❑	❑	❑	❑	❑	❑
11	All material published by the institution is easily accessible to decision makers within the institution.	❑	❑	❑	❑	❑	❑
12	All material published by the institution is available to the public on request.	❑	❑	❑	❑	❑	❑
13	The institution manages electronic publications on a basis consistent with other forms of media.	❑	❑	❑	❑	❑	❑
14	Institutional publications are stored and protected in the institution's library.	❑	❑	❑	❑	❑	❑
15	Published material is disposed of in accordance with the National Library Act.	❑	❑	❑	❑	❑	❑

16. If you answered "Strongly disagree" or "Disagree", to any of Questions 6 to 15, please comment.

_____

_____

_____

_____

17. What vehicles do you use to make departmental publications available to the public? (Please check all that apply.)

- ❑ Sales program
- ❑ Free distribution to departmental-maintained distribution lists
- ❑ Print on demand
- ❑ Distribution through Depository Services Program
- ❑ Deposit with National Library of Canada
- ❑ Deposit in departmental library
- ❑ Internet
- ❑ Other Please specify _____

18. Does your department have an up-to-date publications catalogue?

❑ Yes ❑ Please attach copies or give Internet addresses

_____

❑ No ❑ Go to Question 21

19. If yes, what is the coverage of the publications catalogue(s)? (Please check all that apply.)

- ❑ All publications
- ❑ Priced print publications only
- ❑ Priced publications in all formats
- ❑ Priced and free print publications
- ❑ Priced and free publications in all formats
- ❑ Publications disseminated on the Internet
- ❑ Specialized lists for different media
- ❑ Specialized lists for different programs/subjects

20. Does your department have a policy on charging for publications?

- ❑ Yes ❑ Please attach a copy.
- ❑ No

21. Does your department have a departmental library2 ?

- ❑ Yes
- ❑ No ❑ Go to Question 29

22. Are departmental publications deposited in the departmental library?

- ❑ Yes
- ❑ No ❑ Go to Question 29

23. Which formats are publications deposited in the departmental library? (Please check all that apply)

- ❑ All formats
- ❑ Print publications
- ❑ CD-ROMs / diskettes
- ❑ Films / Videos
- ❑ Maps
- ❑ Sound recordings
- ❑ Alternate format materials (e.g. braille, talking books)
- ❑ Internet files
- ❑ Databases
- ❑ Other (Please specify)

_____

_____

23. What are the hours of operation of the departmental library? (Please indicate days of the week and times.)

internal_____

external - other government_____

external - public_____

24. Does your library have a policy on lending departmental publications?

❑Yes ❑ Please attach a copy.
❑No

25. To which of the following does your library lend departmental publications? (Please check all that apply):

❑ other government libraries
❑ government employees outside your department
❑ libraries outside government
❑ individuals outside government

26. Are your holdings of departmental publications catalogued by the library?

❑ Yes
❑ No ❑ go to Question 29.

27. How is the library catalogue made available to your clients? (Please check all that apply.)

❑ card catalogue
❑ on-line in library
❑ on-line at departmental user's desktop
❑ online to users in other government departments
❑ on-line to users outside government
❑ INTERNET
❑ dial-up
❑ other - please specify:

_____

28. Does your institution dispose of surplus published material, including surplus stocks of institutional publications through the Canadian Book Exchange Centre (CBEC) of the National Library?

❑ Yes ❑ go to Question 31.
❑ No

29. Why do you not consult with or use the services of CBEC before disposal of surplus published material? (Please check all that apply.)

- ❑ Unaware of existence of CBEC
- ❑ Unaware of National Library Act requirement to use CBEC
- ❑ Dispose of all information holdings via National Archives
- ❑ Other (Please specify)

30. Please indicate how important each of the following were barriers in the implementation of the MGIH policy.

		Not important				Very important
a	resources	❑	❑	❑	❑	❑
b	attitudes	❑	❑	❑	❑	❑
c	culture	❑	❑	❑	❑	❑
d	knowledge of policy	❑	❑	❑	❑	❑
e	(e) policy not broad enough	❑	❑	❑	❑	❑
f	(f) policy not specific enough	❑	❑	❑	❑	❑
g	(e) other	❑	❑	❑	❑	❑

Please specify:

_____

_____

32. What assistance could the National Library provide in implementing your MGIH policy? (Please check all that apply.)

- ❑ Provide advice
- ❑ Provide back-up collection and service for departmental publications
- ❑ Provide cataloguing data
- ❑ Provide preservation and/or conservation advice
- ❑ Other. Please specify:

_____

33. Are changes required in existing government policy on published government information?

- ❑ Yes ❑ Please specify:

_____

_____

- ❑ No

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1. Treasury Board of Canada. Policy on the Management of Government Information Holdings. 1994. http://publiservice.tbs-sct.gc.ca/Pubs_pol/ciopubs/TB_GIH/CHAP3_1_e.html or

2 The Council of Federal Libraries defines a library as a self-directing body staffed by trained library / information specialists providing library / information collections and services to identified client groups within a federal government department, branch or agency, in support of the departmental mandate.

Last Updated: 2002-03-28 **Important Notices**

Bibliothèque nationale du Canada | National Library of Canada | Canada
nlc-bnc.ca | English | Contactez-nous | Aide | Recherche BNC | Site du Canada

Annexe C
Questionnaire en français

15 fevrier 1999

Ce sondage est effectué par Conseils et Vérification Canada pour la Bibliothèque nationale du Canada (BNC).

L'objet de ce questionnaire est d'obtenir de l'information sur la gestion des renseignements gouvernementaux publiés en vertu de la politique de gestion des renseignements détenus par le gouvernement (GRDG)1. L'objectif est de déterminer les pratiques actuelles et d'étudier leur taux de succès et d'efficacité en satisfaisant aux exigences de cette politique. L'étude examinera aussi l'impact sur ces pratiques de l'édition électronique. En partageant vos connaissances et votre expérience, vous permettrez à la BNC de mieux comprendre les forces et les faiblesses de cette politique, et comment ces forces et ces faiblesses affectent sa mise en oeuvre et ses résultats.

Veuillez prendre quelques minutes pour compléter ce questionnaire et nous le retourner dans l'enveloppe prévue à cette fin d'ici le x novembre ....

Si vous avez besoin d'autres renseignements à propos de ce questionnaire, n'hésitez pas à communiquer avec nous à CVC.

Linda Bruce
613-947-2432
linda.bruce@cac.gc.ca

Définitions

This glossary is to present definitions of terms used in this questionnaire.

Renseignements détenus : Toute information sous le contrôle d'une instance gouvernementale, sans égard au format ou au média selon lequel l'information est emmagasinée. Ceci peut comprendre de la correspondance, des mémorandums, des livres, des plans, des cartes, des dessins, des diagrammes, du travail imagé ou graphique, des photos, des films, des microformes, des enregistrements sonores, des cassettes vidéo, des enregistrements informatisés, des publications, et tout autre type de document. Sont exclus de cette définition les documents conservés par les bibliothèques du gouvernement fédéral qui n'ont pas été préparés ou produits par ou pour le gouvernement.

Intégration : Le niveau selon lequel les instances gouvernementales se sont assurées que la gestion des renseignements détenus est coordonnée selon le processus de gestion globale, dont elle fait partie intégrante

Publications : Un produit d'information créé et édité à des fins de distribution ou de vente.

1. Emplacement

   ☐ Terre-Neuve

- ❑ Île-du-Prince-Édouard
- ❑ Nouvelle-Écosse
- ❑ Nouveau-Brunswick
- ❑ Québec, autre que la RCN
- ❑ Ontario, autre que la RCN
- ❑ RCN
- ❑ Manitoba
- ❑ Saskatchewan
- ❑ Alberta
- ❑ Colombie-Britannique
- ❑ Yukon
- ❑ Territoires du Nord-Ouest

2. Ministère ou agence du gouvernement fédéral

_____

3. Comment le responsable de la GRDG a-t-il expliqué en quoi la politique de GRDG concernait les publications?

_____

_____

4.. Y a-t-il un ou des centres de responsabilité particuliers dont dépend la mise en place de la politique de GRDG en ce qui concerne les publications?

❑ Oui ❑Veuillez indiquer le ou les centres de responsabilité

_____

❑ Non

Un certain nombre d'affirmations concernant la mise en place de la GRDG sont énumérées ci-dessous. Veuillez indiquer à quel point vous êtes d'accord ou en désaccord avec ces affirmations en ce qui concerne votre institution (ministère ou organisme).

		Fortement en désaccord	En désaccord	Ni en désaccord ni d'accord	D'accord	Tout à fait d'accord	s/o
5	Les renseignements détenus sont disponibles pour diffusion auprès du public.	❑	❑	❑	❑	❑	❑
6	Les renseignements détenus sont disponibles pour utilisation par d'autres organismes gouvernementaux.	❑	❑	❑	❑	❑	❑
7	Les renseignements détenus et publiés par l'établissement sont énumérés dans un catalogue des publications mis à jour.	❑	❑	❑	❑	❑	❑

8	Toutes les publications sont déposées à la bibliothèque de l'établissement.	❑	❑	❑	❑	❑	❑
9	Les publications sont cataloguées conformément aux normes établies.	❑	❑	❑	❑	❑	❑
10	Les renseignements catalogués qui en résultent sont mis à la disposition des autres bibliothèques.	❑	❑	❑	❑	❑	❑
11	Au sein de l'établissement, les décideurs ont facilement accès à toutes les publications.	❑	❑	❑	❑	❑	❑
12	Le public a accès, sur demande, à tous les documents publiés par l'établissement.	❑	❑	❑	❑	❑	❑
13	L'établissement gère les publications électroniques d'une façon semblable aux autres formes de médias.	❑	❑	❑	❑	❑	❑
14	Les publications de l'établissement sont emmagasinées et protégées dans la bibliothèque de l'établissement.	❑	❑	❑	❑	❑	❑
15	Les publications sont éliminées conformément à la Loi sur la Bibliothèque nationale.	❑	❑	❑	❑	❑	❑

16. Si vous avez répondu « Fortement en désaccord » ou « En désaccord » à l'une ou plusieurs des questions comprises entre la question no 5 et la question no 15, veuillez commenter.

_____

_____

_____

_____

17. Quels moyens utilisez-vous pour mettre à la disposition du public les publications ministérielles? (Veuillez cocher tous les choix qui s'appliquent.)

- ❑ Programmes de vente
- ❑ q Envoi gratuit sur les listes de distribution mises à jour par les ministères

- ❑ Impression sur demande
- ❑ Distribution par l'entremise du Programme des services de dépôt
- ❑ Dépôt à la Bibliothèque nationale du Canada
- ❑ Dépôt à la bibliothèque ministérielle
- ❑ Internet
- ❑ Autre Veuillez préciser _____

18. Est-ce que votre ministère possède un catalogue à jour des publications

❑ Oui ❑ Veuillez en joindre des copies ou en indiquer les adresses Internet

_____

❑ Non ❑ Aller à la question no 21

19. Si oui, quelle est l'étendue des publications couvertes par le catalogue? (Veuillez cocher tous les choix qui s'appliquent.)

- ❑ Toutes les publications
- ❑ Publications imprimées non gratuites seulement
- ❑ Publications non gratuites sous tous formats
- ❑ Publications imprimées gratuites et non gratuites
- ❑ Publications gratuites et non gratuites sous tous formats
- ❑ Publications diffusées sur Internet
- ❑ Listes spécialisées pour différents médias
- ❑ Listes spécialisées pour différents programmes et/ou sujets

20. Does your department have a policy on charging for publications?

- ❑ Yes ❑ Please attach a copy.
- ❑ No

21. Est-ce que votre ministère a une politique tarifaire pour les publications?2 ?

- ❑ Oui
- ❑ Non ❑ Veuillez en joindre une copie.

22. Est-ce que votre ministère possède une bibliothèque ministérielle ?

- ❑ Oui
- ❑ Non ❑ Aller à la question no 29

23. Sous quels formats les publications sont-elles déposées à la bibliothèque ministérielle? *(Veuillez cocher tous les choix qui s'appliquent.)*

- ❑ Tous les formats
- ❑ Publications imprimées
- ❑ Cédéroms / disquettes
- ❑ Films / Vidéos
- ❑ Cartes
- ❑ Enregistrements sonores
- ❑ Documents sur supports de remplacement (ex. braille, livres parlés)
- ❑ Fichiers Internet
- ❑ Bases de données
- ❑ Autre (Veuillez préciser)

_____

_____

23. Quelles sont les heures d'ouverture de la bibliothèque ministérielle? (Veuillez indiquer les jours de la semaine et les heures.)

interne_____

externe - (gouvernementale)_____

externe - (publique)_____

25. Est-ce que votre bibliothèque a une politique de prêt des publications ministérielles?

❑Oui ❑ Veuillez en joindre une copie.
❑Non

26. Parmi les choix suivants, à qui votre bibliothèque prête-t-elle des publications ministérielles? *(Veuillez cocher tous les choix qui s'appliquent.)*

- ❑ autres bibliothèques ministérielles
- ❑ employés de ministères autres que le vôtre
- ❑ bibliothèques non gouvernementales
- ❑ personnes extérieures au gouvernement

27. Est-ce que les publications ministérielles que vous détenez sont cataloguées par la bibliothèque?

- ❑ Oui
- ❑ Non ❑ aller à la question no 29

28. Comment le catalogue de la bibliothèque est-il mis à la disposition de vos clients? *(Veuillez cocher tous les choix qui s'appliquent.)*

- ❑ au moyen d'un fichier
- ❑ en ligne à la bibliothèque
- ❑ en ligne à l'intention d'utilisateurs du ministère
- ❑ en ligne à l'intention d'utilisateurs d'autres ministères du gouvernement
- ❑ en ligne à l'intention d'utilisateurs extérieurs au gouvernement
- ❑ INTERNET
- ❑ sur appel téléphonique
- ❑ q autre - veuillez préciser :

_____

29. Est-ce que votre établissement dispose de ses publications excédentaires, y compris des stocks excédentaires de publications institutionnelles, en les expédiant au Centre canadien d'échange du livre (CCEL) de la Bibliothèque nationale?

- ❑ Oui ❑ aller à la question no 31.
- ❑ Non

30. Pourquoi ne consultez-vous pas ou n'utilisez-vous pas les services du CCEL avant d'éliminer les surplus de publications? *(Veuillez cocher tous les choix qui s'appliquent.)*

- ❑ Pas au courant de l'existence du CCEL
- ❑ Pas au courant de l'exigence d'utiliser le CCEL en vertu de la Loi sur la Bibliothèque nationale
- ❑ Élimination de tous les renseignements détenus en les envoyant aux archives nationales
- ❑ q Autre (Veuillez préciser)

31. Veuillez indiquer à quel point chacun des éléments suivants a constitué un obstacle à la mise en place de la politique de GRDG.

		Pas important				Très important
(a)	ressources	❑	❑	❑	❑	❑
(b)	attitude	❑	❑	❑	❑	❑
(c)	culture	❑	❑	❑	❑	❑
(d)	connaissance de la politique	❑	❑	❑	❑	❑
(e)	politique insuffisamment étendue	❑	❑	❑	❑	❑
(f)	politique insuffisamment spécifique	❑	❑	❑	❑	❑
(g)	autre	❑	❑	❑	❑	❑

Veuillez préciser :

_____

_____

32. 32. Quel genre d'aide la Bibliothèque nationale pourrait-elle offrir au niveau de la mise en place de votre

politique de GRDG? *(Veuillez cocher tous les choix qui s'appliquent.)*

- ❑ Fournir un avis
- ❑ Fournir un soutien à la collecte et autres services ayant trait aux publications ministérielles
- ❑ Fournir des données de catalogue
- ❑ Fournir un avis concernant la préservation et/ou la conservation
- ❑ Autre. Veuillez préciser :

_____

33. Des changements à la politique actuelle du gouvernement sont-ils nécessaires en ce qui concerne la publication d'information gouvernementale ?

❑ Yes ❑ Veuillez préciser :

_____

_____

❑ No

Précédent | Retour à table des matièris | Suivant

1. Conseil du Trésor du Canada. Politique de gestion des renseignements détenus par le gouvernement. 1994. http://publiservice.tbs-sct.gc.ca/Pubs_pol/ciopubs/TB_GIH/CHAP3_1_f.html ou http://www.tbs-sct.gc.ca/Pubs_pol/ciopubs/TB_GIH/CHAP3_1_f.html

2. Le Conseil des bibliothèques du gouvernement fédéral définit une bibliothèque comme une instance autonome dont le personnel est constitué de spécialistes en bibliothéconomie et en sciences de l'information, offrant la collection et autres services à des groupes déterminés de clients au sein d'un ministère, d'une division ou d'un organisme du gouvernement fédéral, à l'appui du mandat ministériel.

Dernière mise à jour : 2002-03-28

Avis importants

Appendix D
Bilingual Follow-up letter

Mar 3, 1999

Dear Respondent,

On February 12, we mailed you a survey on the Management of Government Information Holdings for the National Library of Canada (NLC).

If you have completed and returned the questionnaire already, please accept our sincere thanks. If not, would you please do so by Monday, March 15? Because it was sent to a small group, it is extremely important that your response is included in the study if the results are to reflect your views accurately.

If by some chance you did not receive the questionnaire or have mislaid it, please contact Linda Bruce at 613-947-2432 or by email at linda.bruce@cac.gc.ca and we will fax you another copy today.

Thank you for your cooperation.

Lle 3 mars 1999

Monsieur/Madame,

Le 12 février, nous vous avons posté un questionnaire sur les pratiques acturelles dans la gestion en matière de publication des reseignements détenus par le gouvernement au nom de la Bibliothèque nationale du Canada.

Si vous avez déjà rempli et retourné le questionnaire, nous vous en remercions sincèrement. Sinon, nous vous saurions gré de le faire d'ici le lundi 15 mars. Comme le questionnaire a été envoyé à un groupe restreint, il est très important que votre réponse soit incluse dans l'étude pour que les résultats reflètent fidèlement les vues.

Si, par hasard, vous n'avez pas reçu le questionnaire ou l'avez égaré, veuillez communiquer avec Linda Bruce au (613) 947-2432 ou par courrier électronique à l'adresse linda.bruce@cac.gc.ca, et nous vous en télécopierons un autre exemplaire aujourd'hui.

Nous vous remercions de votre coopération et vous prions d'agréer, Monsieur/Madame, nos salutations les meilleures.

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